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ABSTRACT

Two months after participating in the Interpersonal Relations series of a continuing education project (See AC 008 840), public health workers in North Carolina completed a detailed questionnaire designed to ascertain attitude and behavior changes resulting from the project. Participants were asked to give examples of altered relationships with fellow workers and/or clients; to cite ways in which they were able to improve their work performance through knowledge, approaches, or techniques suggested in the programs; and to account for any lack of program effect. Respondents were also asked to explain what organizational changes (if any) the programs had created within their health departments. More than 1,600 comments were divided into 12 categories according to perceived impact or lack of impact on attitudes and behavior, resulting transfer of training or lack thereof, and positive, negative, or no organizational change, as reported by local health department personnel and State Board of Health members. No definite conclusions were formulated. (LY)

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EFFECT OF THE INTERPERSONAL RELATIONS SERIES OF THE CONTINUING EDUCATION PROJECT ON INDUCING ATTITUDINAL AND BEHAVIORAL CHANGES AMONG PUBLIC HEALTH WORKERS IN NORTH CAROLINA

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PREFACE

Two months after participating in the Interpersonal Relations series of the Continuing Education Project, public health workers in North Carolina were asked to respond to a detailed questionnaire to ascertain any attitude and behavioral changes that were evident as a result of the Project.

Due to the large number of responses to the three open-ended items in the questionnaire and the lack of adequate resources for categorizing and analyzing these responses, the purpose of this study will be to merely present the reactions of the participants to the following three items:

1. Participants were asked to give examples of how their attitude and/or behavior had changed toward their fellow workers and/or clientele as a result of participating in the continuing education programs or state why the programs had no effect if this were the case.

2. The participants were asked to give examples of how they were able to use knowledge, approaches, or techniques suggested in the programs to improve their work performance or to state why they were not able to do so.

3. Regardless of whether the responding participants felt that their attitude or behavior had changed, they were asked to indicate examples of how they felt that the programs brought about positive or negative changes within their health department.

As one can see from scrutinizing the responses, the participants did not always adhere to the boundaries implied by the item. However, these were read over, and an attempt was made to divide the responses into two groups: those indicating examples of a positive change and those indicating examples of a negative effect or no change at all. This was not always easy to do as some were in what one might call the "gray" area.

No attempt will be made to draw any conclusions from these in this study. The responsibility for this rests with the reader.

Much appreciation is expressed by the writer to Miss Pat Dickerson, Secretary, North Carolina State Board of Health, for her diligent effort in typing these

responses from the original questionnaires. These may appear to be slightly incoherent at times since they are printed here without editorial corrections in grammar or punctuation.

Further appreciation is also expressed to Dr. Corrina S. Sutton, State Training Officer, North Carolina State Board of Health, for assistance in securing the responses.

The writer is also indebted to Miss Harriet Shumate, Project Secretary, Continuing Education Project, Southern Branch, American Public Health Association, for the typing of the manuscript.

CHAPTER I

EXAMPLES OF HOW PARTICIPANTS FELT THAT THEIR ATTITUDE AND/OR BEHAVIOR HAD CHANGED TOWARD THEIR FELLOW WORKERS AND/OR CLIENTELE THAT THEY SERVED AS A RESULT OF PARTICIPATING IN THE CONTINUING EDUCATION PROGRAM

Local Health Participants

1. The sessions on interpersonal relations helped me understand attitudes better. The session by Dr. Heaton on "types" of people and why we behave the way we do was particularly good, I felt. Dr. Heaton was an excellent choice to present the beginning sessions--the best!

2. I understand people better and realize more than ever before that there is a motive behind every behavior. Now more than ever before I try to realize the cause of certain behavior rather than becoming angry with people because they say or do a certain thing.

3. New education and more information now seem essential.

4. These programs have helped me to understand the people more, that I have to make the home visits to see.

5. Being more aware of facial expressions, etc. when talking with patients. Working towards better understanding among co-workers.

6. I am trying to use more tolerance toward my fellow workers and clientele that I serve.

7. We strive to understand our co-workers better.

8. I have had a better understanding of the problems of my fellow workers and patients.

9. It made me have a better understanding toward my fellow workers.

10. I try to take into consideration the reasons behind actions of others, as they do things differently.

11. I always try to place myself in the other person's place. Perhaps, I am somewhat more aware of the other person.

12. Closer interoffice communication and cooperation.

13. The few sessions I saw made me realize some of the mistakes I have made in talking with patients. I try to put myself in the patients place and this helps me understand them better.

14. We all have important jobs--different personalities can blend together to be effective.

15. More consideration for fellow workers and people whom I serve.

16. It makes me stop and think more about my attitude towards other people--more so than before.

17. I have always tried to be courteous with the public, but now when I feel myself becoming irritated with someone, I try even harder to smile and bear it.

18. Example: When I appear in the lobby or at the front desk where the public is being served--I am more aware of my public image. It also made me realize that I know how, or should know, to listen to staff members.

19. We have a good relationship, but we are trying for better.

20. The programs called attention to the way we sometimes reacted to our patients and we have tried to be more out-going and helpful.

21. Better understand others; have feelings too.

22. Made me aware of the fact that I need to always listen more carefully and understand exactly what the other person is trying to get across first and try to be more understanding and courteous.

23. It is now easier to understand the problem and attitude of the public.

24. I've found you are not able to be successful in your work if you don't communicate with your fellow workers and discuss things you don't understand fully.

25. I think it has made me more aware of my fellow employees as individuals and a department. I have also learned how important cooperation is in our department and in my work. We have always had a good, cooperative spirit in our department.

26. I now realize that my attitude is reflected in everything I do. Public image is of most importance.

27. At least I seem to listen now. Seriously, I have had more respect for and further comprehension of the problems of other divisions.

28. I understand that people in other departments have their own problems just as I do and understanding their problems helps to understand them as individuals.

29. It helped me to place myself in the position of the patient who comes in to our health department for services and regard his feelings much more.

30. The program helped in bringing to mind that other people think and behave differently; this has helped me to understand my fellow workers.

31. It helped me to understand and change my attitude toward one co-worker especially. I think with more experience, it will help in evaluating my attitude toward patients in varying circumstances and illnesses.

32. I feel that when we are made more aware of problems and relations to others it helps us as individuals to grow and develop and become more aware of consideration of others and their feelings, etc.

33. More tolerant. Accept their right to differ. Accept their opinions.

34. More aware of attitudes.

35. I try to better explain myself to those I am working for and with.

36. Do not know. Difficult to see yourself subjectively.

37. By trying to analyze thoughts of others before speaking (or answering or responding) better cooperation. Although it is impossible to have harmony with some who are trying to cause trouble, to prosecute their ruling, thus I attempt to voice if possible.

38. I try to have an agreeable attitude toward fellow workers and clientele.

39. Renewed insight as to the purpose of my work. I find some improvement in the attitude of others since this program started.

40. I feel that I am now giving more thought to the careful consideration of attitudes and roles of each Health Department member than before. A conscious review of the "team" aspect of Public Health has broadened my outlook.

41. Better understanding of the fellow worker's jobs and problems.

42. By discussing the problems and duties of each worker, I know more better how to help them in their work.

43. I am more tolerant. Let them suggest. Cooperate with them.

44. Yes, I did gain from these TV programs, but have tried to carry out this fall program for many years. Did gain many little "New Tips."

45. The program helped me to understand how difficult it is to communicate with my co-workers and I believe I am willing to make more of an effort to understand and to make myself understood.

46. I have realized I should be more courteous and smile more often.

47. By becoming aware of problems in other districts, better support with the difficult disciplines. Better understanding of the total communication problem.

48. I realize that other people's problems are as important to them and I should consider this and place myself in their shoes.

49. I answered yes because it has made me more aware of my attitude towards my clientele.

50. More tolerant, More empathy, and Better understanding of behavioral attitudes

51. I learned to listen more to other people and get a clue to their real feelings and sometimes why they behave in a particular way.

52. I feel freer to discuss my problems as immunization aide with all the nurses now. I could discuss a child's needs and problems with most of them before. With one or two I had a feeling they regarded me as excess baggage. I believe that because we have had a chance for open discussion, we understand each other better and our relationship is improved.

53. It has made me more aware of my approach to both my profession and the people that I serve.

54. We have a better understanding of each other's responsibilities and how to solve our many problems by working more as a team.

55. I think that I am "more aware" that communication is certainly important in dealing with the public and my co-worker.

56. Improvement in working with others. More patience. Better outlook toward my work. Trying to make a better public image.

57. Improved communication between staff members.

58. The program has made me more conscious of how I might affect others and it has helped me to accept the behavior of others more readily.

59. I have tried harder to conduct myself in a manner that would promote better relations.

60. I expect to be misunderstood. Therefore, I put forth a greater effort to be understood. I was made more aware of our public image.

61. The program has made me more aware of individual differences and it promoted self-evaluation.

62. I am more aware of the problems that face others and am able to "allow" for them.

63. I was made more aware of my attitude toward the public which I serve and realized there was room for change if I was to be an effective public servant.

64. I think the TV programs made me realize that I too had or have a real duty to perform to co-workers as well as clients and I am trying to practice more of what I have known for a long time.

65. I do not know if my attitude or behavior has changed or not. I do hope so.

66. Several of the ETV programs were a reminder of some of the things which had been taught and discussed at some of the short courses and section meetings of public health. It helped by bringing these up to remind me of my behavior and trying to apply it harder.

67. I give more thought to my response to others.

68. I am more aware of my fellow workers' and others' feelings.

69. I try as nearly as I can to live at all times by the "Golden Rule."

70. Realized how much public notices attitude of receptionist.

71. I have given more attention to my approach and attitudes toward the people that I serve and work with. A person's response is greatly affected by the manner in which he is approached. I have tried to listen with a third ear, with careful attention to what people tell me by non-verbal communications.

72. It helped to emphasize things that I have been taught and know. Reminder is always good. After many years of service, one is apt to let down and not do their best and attitudes and behavior not at its best at all times.

73. I now realize some of the problems that my other fellow workers have to deal with and feel that I am able to work with them better. I feel that there is a better working relationship among the entire staff.

74. I hope I make a greater effort to be helpful when called on by fellow workers and by clientele.

75. Being a secretary I am always trying new ways to improve my attitude toward the people I meet and deal with everyday.

76. I am more objective in my evaluation of a nurse's performance because now I am more aware of how strongly a personality enters into the picture and overall performance.

77. More cooperative. Realize other staff member problems.

78. Try to remember to listen to and be considerate of others views, problems, needs, etc.

79. I am now more aware of the problems of my fellow workers and can give more consideration to their attitudes.

80. More aware of how to communicate to clientele. Also better communication between co-workers.

81. By attending the education programs, it helped me to understand their personalities better. This was hard to understand before.

82. Realize now how important communications and how difficult it is to achieve. Realize that many problems stem from poor communication; hence, I work more on better communication.

83. I am more understanding of problems specific with different working units.

84. Helped in realizing what type of picture of the overall health department an outside individual might develop from meeting only one of its employees. "What would the public think of the department if I were the only health worker that person knew? I now ask myself.

85. Aware of mutual problems and complications with other disciplines. Improved communications between disciplines. Hostility to disciplines not participating in the program. Has helped me be reminded of the primary concern--the patient.

86. I like my patients and fellow workers; however, content of these programs made us more aware of the things we should do.

87. I am developing a more permissive listening attitude toward clientele.

88. I feel that I have gained a better understanding and deeper appreciation of other disciplines in health department. Seems to have created a "togetherness" especially in discussion period following TV program.

89. More accepting (or can better understand) attitudes and feelings of co-workers and clientele alike.

90. My attitude has not been changed, but made stronger.

91. During our interview I listen more to patient and try to consider their point of view and have names and addresses available to give them to help if needed.

92. Yes, I met other people in the other department of the health department and got to know them and their jobs better.

93. Made me more aware of the need of communication between my fellow workers and the public.

94. I have a better understanding of co-workers' behavior.

95. I feel my attitude may have changed very slightly toward establishing better communications with my fellow workers and the public. However, more practice to what has been presented and more detailed courses are required to bring about changes of any significance.

96. I have tried to understand the other person's position from their standpoint as well as my own. I have tried to better my relationship with fellow employees.

97. A qualified yes. I do feel that in meeting with these people in discussion sessions and learning more about their problems, that a better, more cooperative working relationship has been developed. I also feel that I now know more about the total group or public health clientele that I serve.

98. I feel, and have felt since I began working here, that the vast majority of persons with whom I deal have a problem that brings them to us. This problem is foremost in their mind. By trying to understand their feelings and attitudes one can get to the root of their problem much better and find a way to satisfy them. The ETV programs emphasized this point and only strengthened my belief.

99. More sense of cooperation, patience, and understanding towards clientele.

100. I have learned why a person does what he does due to personality traits he has. I have learned to work better under "pushy" and stressful situations. I have learned how to allow a person to express themselves, (and maybe disagree; but still respect for the fact they believe what they do).

101. Practicing as much as I can what I have learned through TV discussion periods. I have learned to "listen" deeper.

102. I have been more conscious of my public image. I have reminded myself more often of the individuality of my fellow workers and clientele. I have been more conscious of the clientele's ideas and probably of the reason.

103. I believe that some of the principles that were brought out made me more tolerant of my patients that disagreed with me--in other words I have learned not to interject my feelings into the situation.

104. Effective cooperation between clientele.

105. A better listener, improved rapport with co-workers, made aware of importance of role each individual employee plays in maintaining better relationships with other disciplines in our own department and most of all improvements in relationship between our health department and other health and social agencies.

106. Understand other departments somewhat better.

107. It is great that I have changed, but it served as a reminder that we in public health are in a position where we owe it to our fellow man to serve them with a smile even when it hurts.

108. I think I am more tolerant of those with whom I work because I was able to see myself more clearly.

109. In interviewing persons, I feel that I have come to a better understanding of their particular problems. In other words my communication with people is much improved.

110. More effort to communicate with public and fellow workers. Has used (examples) cited in working with other groups.

111. Concerning interpersonal relations I have learned not to bring my personal problems to the office. Concerning our public image I have learned to never try to make excuses when a client has a complaint, but to correct the situation if possible.

112. It caused me to think as to how I was presenting myself to my fellow workers and clientele and I hope I have improved.

113. We all have a better understanding and attitude because we better understand the motives and goals of our department.

114. Taught me more how to handle my clientele.

115. Literally have adopted idea that I will be misunderstood. Communication improved.

116. Communication is one of our most important tools. Both inside the department and out. I think perhaps these programs have increased my sight with this and helped me use this tool more effectively.

117. It has made me realize that how unimportant a question may seem to me it is always important to the person asking it. They have made me very aware of the other person's feeling and the possibility of being misunderstood.

118. ETV has helped me see the importance of communication and cooperation in a group as a whole.

119. I have become more aware of listening to what is being said. I have become more aware of speaking to others with the idea of being misunderstood and trying to make myself more clearly understood.

120. See things more from "Beginners" eye; we have had turnover in staff over past few years.

121. Perhaps it has but I cannot think of specific examples.

122. I expect to be "misunderstood"; therefore, I pay closer attention toward my fellow workers' and/or clientele's responses and reactions.

123. I have a better understanding of my fellow workers' and/or clientele's viewpoint.

124. I am aware of the need to listen more before offering suggestions to my patients.

125. The program and discussions were helpful in understanding other workers' jobs.

126. I would say that my attitude towards the people that come in and out of this office has changed, because I did not always greet the public with a smile.

127. Has helped me understand the duties of some staff members. Knew they worked at health department, but did not clearly understand their duties. This comes with having such a big staff.

128. We understand each other's feelings better and are more apt to cope with problems that arise in the health department.

129. I am able to see more how the patient feels when he comes into the health department which may be a new place to them. With each person talking about their department and how they serve the public, it helps us to understand how each other works together for the good of the department and that our individual service given is not the whole picture.

130. Understand better why some people react to certain situations as they do.

131. Helps one to better understand the position and problems of the ones we come in contact with.

132. Becoming aware of others' problems. Being patient and understanding.

133. This series was somewhat like a sermon reviewing things you already know and making you aware of the need to improve.

134. Maybe my attitude has somewhat changed. During discussion periods we hashed out our feelings and problems which has made me more aware of other staff members attitudes and feelings.

135. Have tried to put myself in their place more often.

136. Be more patient in understanding other people's problems. To listen more effectively.

137. I have learned to listen to the other person's story a little better--I think.

138. Yes, I now have a better understanding of each person's role within the department and in dealing with the public.

139. I do not get so discouraged when a patient fails to understand my instruction anymore. It somehow appears that everyone has this problem.

140. Now I can see the way our public sees us.

141. I have a better understanding on how our public may see us.

142. Have better idea of staff member reaction and attitudes.

143. It has made me more conscious of how the public sees us and also my fellow workers.

144. I try to understand the total situation before I jump to such a quick conclusion. I am trying to be more tactful.

145. I realize that the general public expects each of us regardless of what we are nurse, sanitarian, clerk; we should know what each is doing, rather than I will have to find out and let you know.

146. More interested in what our sanitarian has to do; his problems and duties.

147. I am not sure my answer is accurate, but I am more conscious of the way I answer the telephone.

148. Learning more about the total health program and its functions; keeping a schedule of different clinic days to inform the public when they inquire; and trying to see myself as the public does.

149. It helped me to see the other person's viewpoint and to do more listening and less talking, to be more concerned, interested and anxious to serve the people in my county. The Golden Rule for example.

150. Feel free to discuss problems with everyone.

151. I have tried to be more patient and a better listener. I let the other side present their views. I am more tolerant toward listening to their problems and complaints.

152. I try to think of how I would feel if I were in the other person's shoes. I came to realize more that no matter how I may feel sometimes I should always try to keep a pleasant manner in all situations.

153. Try to help people more when they come to the health department.

154. I am now more aware of my fellow co-worker's duties and responsibilities and how all our jobs combined can make for a better and smoother running agency.

155. Try to understand person better. Look at problems more objectively.

156. Trying to be a better listener--letting the individual establish relationship with me.

157. More understanding and tolerant.

158. Awareness of cooperation.

159. Tried to offer a better public image.

160. I am trying to be more pleasant and cooperative to my fellow workers. I am trying to really listen when co-workers or patients have something to say. More pleasant and cooperative telephone manner.

161. My attitudes were established prior to this; however, it did help me to see how I might change perhaps some of them.

162. It made me more aware of how we look to the public.

163. Better understanding of importance of each worker's job and responsibility.

164. By being more patient, better listener to my clients.

165. I cannot just at this time give any specific example. I feel strongly that we need a continued education program for we who are caught up in

the "rat race" of every day working and cannot get away to "bring us up to date" in our work. We do become stale--I feel this program is a very good way to help us both learn new techniques and to be reminded of old methods almost forgotten, e.g. how to be a good listener.

166. There already seemed to be good working relations between my fellow workers. The programs made me more aware.

167. Have tried to watch my relationships with others.

168. I have become more tolerant of other workers and more understanding of my patients.

169. A review and self-analysis is always good and brings an awareness of our responsibilities to the public on clientele and our co-workers.

170. A good review.

171. The programs have made me "think," in all respects. I have tried to be more considerate and thoughtful of my fellow workers and patients.

172. Since I am more aware of these PH problems, I am better able to cope with them.

173. I have learned to be more attentive to the other person's side of an issue.

174. I answered yes, but I believe undecided would be my preferred answer. I work in a specialized program and I am swayed to my field of work. I am more aware of what some of the other personnel do in their fields and what attitude they have toward my field. I believe I might have developed more patience toward my co-workers because I realized some of the reasons why their attitudes are what they are in our group discussions.

175. I am more conscious of the way I deal with the people who come into the health department. I try to be more cooperative with the staff members. I try to put to use the things brought out in the programs.

176. It has made me aware of the "everyday" mistakes made among the staff to one another and to the public; therefore, forethought has taken care of these petty matters.

177. One of the programs made me more aware of the way we appear to others. I feel that I have been more thoughtful and considerate of others and their problems.

178. It has changed in that it has refreshed my mind about things already known. Has made me more cognizant of the value of teamwork.

179. Trying to be more understanding of persons problems and more courteous to clientele and fellow workers.

180. My attitude has not changed, but has improved.

181. My attitude has not changed, but has been improved. I am more conscious of the necessity of good public relations.

182. I think it has made me more understanding and tolerant of the different types of people we deal with every day.

183. Brings everyone closer together in every respect.

184. It helps me to understand the public that we encounter with each day.

185. I became more aware of others' problems and therefore have made an effort as a secretary to understand these problems and learn to be of assistance more often.

186. Understand their type work and problems as well as my own problems. Most cases we have similar situations before us.

187. I am more aware of my co-workers' problems and responsibilities. I am also more aware of the importance of maintaining and continuing to improve the delivery of health services.

188. As a result of the continuing education program, I have taken a look at my own attitude and behavior. I feel that this has helped me to become more tolerant and understanding.

189. It has made me more aware of my attitude and behavior pattern. I now have a greater understanding of the problems of my fellow workers and clientele and have more tolerance in the manner in which they handle them.

190. By using a difference in approach and having a better understanding of both.

191. I have been helped to be more aware of my attitude and behavior and concerned about improving them.

192. Feel somewhat better relationship with some of fellow workers.

193. I appreciate more what each department is doing and their problems.

194. Try harder to put yourself in the other person's position.

195. I have become more aware of my public image and how it affects those with whom I come in contact.

196. Communication.

197. Realize that I may secure their assistance in a problem concerning work.

198. I can communicate with them.

199. A little better understanding between departments.

200. More understanding.

201. In the discussion group I get to know my fellow workers better. The programs helped me to understand the people I contact a little better.

202. I believe I am using a more tactful approach in working with some of my more difficult patients as well as uncooperative ones.

203. I learned it does not matter if you are rich or poor--white or black. Everyone deserves the very best service I can offer. This, I will take through life with me not just my working hours. When you have learned this one fact, your entire attitude towards your fellow man will change.

204. Some of the ETV programs and ensuing discussion periods brought up thoughts and ideas which I had not heretofore considered as pertinent to my situation.

205. My approach to the colored families was, I feel, more sympathetic or rather more emphatic than formerly and I do not hesitate to gain their confidence as before.

206. The group discussions helped take a little of the fear out of public speaking. It gave me a chance to see myself better as others see me. We had a chance to discuss our working problems. I try to think more about how the patient feels about his own problems and help him not tell him how to solve them.

207. To see myself as others may see me or judge my work, caused me to put forth more effort to try to do a better job in less time and with as much courtesy and understanding of the person with whom I am communicating as possible.

208. I feel that our department is more aware of our public image and that we are trying to see ourselves as others see us.

209. More respect for fellow workers and their jobs.

210. I believe the series pointed out the fact that we should never stop learning about people and their feelings. A reminder now and then never hurts a person who must deal directly with people each day, remembering that they may have problems and might not act normally in a given situation and that we need to adapt to their feelings in a professional, but human manner.

211. It gave me some things to think about, but I hope that I had been giving a lot of thought to the things discussed in the past.

212. It reemphasized our relationship with the public. I do think the clerk was a bit overdone--but, as a whole, the message came across. I have tried to have a little more patience.

213. More understanding of other employees' problems.

214. Communication between disciplines has been more effective.

215. Group discussions gave me a better understanding of others' problems especially my co-workers.

216. Am more aware of what other disciplines do and how they feel about public health nurses and individual public health nurses.

217. I feel I have always done the best that I could, but it never hurts to be reminded and have your memory refreshed. I also think it made me stop and examine my attitude toward the clientele.

218. The program made me more aware of why people act as they do and has made me more tolerant and understanding of them.

219. Better understanding of their problems.

220. Always remember all opinions are important.

221. I have tried to be a better listener.

222. The daily routine is still very much the same. My reactions after years of service are hard to change, but when thinking I try to improve.

223. I understand better the function of other workers of the health department. I think the people in our department are exceptional in that we do get along better.

224. I have a keener awareness or understanding of why patients and professional staff feel the need to behave in a certain fashion under certain circumstances.

225. I have learned to understand the why, behind actions in the department environment, etc. The only thing not up to par, in my opinion, was our group discussion. We were not allowed to talk of local, personal problems.

226. I feel the program made me more understanding of the workers in the department. Sometimes we are so involved in our jobs we forget about our fellow workers.

227. As a clerk, I realize that my job is important to the health department family and I will try to serve my fellow workers the best I can.

228. I feel that I have taken a good look or rather a better look at myself and have a better understanding toward my fellow workers and clients.

229. I have made an effort to try to get along with my co-workers. I have tried to better understand my patients.

230. Helped me to understand problems of clientele.

231. Try to treat others as I want to be treated.

232. I am trying to use simple terms and define any term I feel that the clientele may misinterpret.

233. Communication has improved between our team. I realize the importance of letting my co-workers know what and when I am planning various activities with patients. I feel that I can better understand the reasons for misunderstandings and avoid the really avoidable misunderstandings with patients and co-workers.

234. I was a new employee at the time the Continuing Education Program started. I would not say that my attitude or behavior has changed, but after attending the programs, I realize more the kind of attitudes I should have as a public health worker and as I go about my work I try to conduct my behavior in the manner stressed in the programs.

235. I used to act ill to the people that were ill at me. I try not to now.

236. I have tried to improve my public image; have tried to see myself as my clientele are seeing me and realized they are individuals with personal ideas and beliefs. Learned to listen more and learn what they think of and feel about the subject at hand. Because when we talk, we are talking about part of the facts as no one knows all of the facts about anything.

237. I try to put myself down to the level with my clientele. In this way, they will accept me better.

238. It helped me in understanding better the other departments within the health department and therefore made better working conditions.

239. I am more conscious of the importance of better communications.

240. I have put forth more effort to understand my co-workers' attitudes and viewpoints. I have also tried to be as cooperative as my duties would permit in helping others with their work.

241. I am trying to be more cooperative and have better communication with my co-workers.

242. I have tried to be more cooperative and understanding of other people's problems.

243. I understand them better. I know that we are all having problems and a lot of times they are like some of the other staff's problems. It has helped me to see our problems of other staff members.

244. The ETV did have an effect on my attitude. I can give no particular example; however, I do try to think more about the feelings of others.

245. I think the main problem is that some are afraid they are going to lose something by trying to get along so; therefore, I had no way of doing it all by myself. I did try some afterwards and I will continue to try. I know I did not do all that I could have done.

246. Look on things more objectively. Understand the staff mmre and am better able to work with them.

247. As a result of the Continuing Education Program, I am more appreciative of the fine service my fellow workers are performing.

248. I feel more aware of the impression made on the public by the Harnett Department.

249. No specific examples can be cited. I just simple am more aware of the small previously considered insignificant things we say and do that we can improve on as individuals that will make the improvements in the total performance of duty. Everyday I am reminded of the phrase "always expect to be misunderstood." It happens daily with either a client or staff member. No matter how hard I try it still happens, but I do not forget to try to improve.

250. The program on culture made me realize what a difference there was between me and the most of my clientele. I hope I have the ability to take this into consideration when dealing with them.

251. I felt that my attitude has been OK, but in general, staff cohesiveness has improved as well as attitude in general.

252. Addressing patients by name. Sharing pertinent information about patients, with other workers so that continuing care might be better implemented.

253. I have a changed attitude towards the clientele that I serve. I listen more and try to understand their problems as it is presented to me. I find that it is important to establish a good relationship before attempting to solve a problem and I have found that some people decide themselves better after talking with another and end up solving their own problems.

254. I listen with a more attentive ear to what the patients are telling and asking. I try to put myself in their place and understand their problems better. I think of the public health workers as being one, working together for the same reason, better health of us and community.

255. It reminded me to share with my fellow employees my duties, responsibilities and problems.

256. I have tried to listen more carefully to everyone; have tried to be more patient; even though I have tried this at all times. These sessions brought to me, once again, the fact that we are never too busy to be truly interested in the needs of others, to respect those needs and to have a respect and love for other human beings and co-workers.

257. I cannot say it had no effect, but I do not feel I have changed either in behavior or attitude. I had a healthy attitude toward my fellow workers and was aware of their attitudes and behavior. Also, being out of college for only 2½ years I feel I am still under the influence of "my teachings." I do feel ETV reinforced the aspect of interpersonal relations and although I do not feel my attitude, etc., has not directly changed, I am aware of others and their feelings and behavior and more aware of the problem of communication especially between disciplines.

258. I feel that I have always had a good relationship with my fellow workers, but recently when I have a tendency to criticize others I examine myself to determine where there are weaknesses. I have tried to better understand the background and feelings of the people I serve.

259. A better insight into attitudes and my behavior in the eyes of the public as well as with co-workers.

260. I have become more conscious of the impression I make to my fellow workers and clientele.

261. I think we all need to be reminded of our attitude and behavior toward our fellow workers and clientele. The ETV programs have made me more conscious of my attitude and behavior. I have tried to be more courteous and understanding to the clientele who telephone or come into the office.

262. I have a greater understanding of some of the problems that people have that affect their behavior--an understanding of these problems makes it possible to understand the person and possibly to get through to him with your problem.

263. I feel that it has given each of us a better understanding of the other's work.

264. I try to see the situation from the patient's point of view. I hope I am more aware of cultural and educational differences and do a more effective job of interviewing and teaching.

265. When I am confronted with a difference of opinion from either fellow worker or clients, I tend to react as I usually did, but then almost immediately I realize that each person is an individual and must be accepted on this basis. In like manner, I am more confident in my own approach to a situation.

266. Brought more of our problems to the surface--closer association with members of the staff.

267. I do not feel my attitude has not changed. However, I do feel the TV series helped me concerning areas of interpersonal relationships I had not thought about before. This in itself made the series worthwhile.

268. Even if I felt we were all working for the same course and one job was important as the next, this sort of made me feel it deeper and reminded me of jobs that I can do to help the next employee.

269. Regardless of whether or not I may agree or disagree with my fellow workers, I try to be a more patient and understanding person and listen to differences with interest.

270. I think any reminder helps me to be more aware of the feelings of others. Try to be more helpful to new employees.

271. I have tried to give information and instructions on a level that the patient can understand. I am trying to be aware of my image to the public. I am trying to understand to the best of my ability my co-workers.

272. I realize now that some people do not communicate well with others, and possibly I was not causing them to understand my reasons for visiting them and letting them know that I am concerned for their children's health.

273. The program has helped me to be more understanding of both my co-workers and those whom I work with in public health nursing. I try to listen more. I note that others and also myself hear what they want to hear.

274. It had made me more aware of the other person's feelings. I have tried to make it a policy to be more cautious in my behavior and attitude with my co-workers.

275. Better understanding of people; try to talk patient's language; and better telephone manners.

276. More understanding of patient's needs and problems; telephone manners improved; and my approach or first encounter more pleasing.

277. More understanding, better telephone manners, to speak in patient's language, and take time to listen and not talk so much.

278. Became more aware of other personal responsibilities, helped in other departments when I could, and understood my patients better.

279. I feel that it has helped me in considering the other persons. Consideration with my clientele has improved.

280. Seeing problems through "others' eyes" often helps us to understand their actions, words, etc. I feel that the presentations and discussions were definitely of benefit to me.

281. Try to be more careful with my expressions to my patients so they can be more understanding.

282. Try to be more helpful to my patients.

283. I would like to think that my approach to problems is more acceptable to my co-workers; and I hope I am more "able to see as my clientele sees," resulting in more effective work and help to them.

284. I explain more in detail what I want the clientele to do and speak more slowly and clearly.

285. I am more aware of feelings and problems of my fellow workers and clients that the department serves.

286. I tried to give much more explicit instructions and other verbal data to both co-workers and patients.

287. One program concerning attitudes toward the general public helped considerably in adjusting to the everyday routine. The importance of being clear and concise was accepted and placed into my general routine.

288. More realization that others should be given a chance to their opinion in solving problems.

289. Learned how to listen better.

290. I try harder to understand my co-worker's behavior and also patients I home visit.

291. I have tried to reach the level of each individual since I realized how much I lacked communication with some of them.

292. Has made me more conscious of listening to what other persons say, "opened my eyes" to better ways of dealing with public or co-workers.

293. I have always felt that I should listen and respect the other person, so I have tried at all times to consider the other person regardless of who-what-etc., they were. Yet, I saw somethings that I do and really have not thought too much about it. So I hope that I will stop doing those.

294. I listen more carefully; better relationship with nurses and other staff members and am more sympathetic towards fellow workers.

295. I have been able to better understand how certain attitudes are developed.

296. It has helped me realize that we must all work together in order to render good services to the public and only through co-operation and a desire to want to help others can this be accomplished.

297. Closer association with fellow workers.

298. Since workers from each discipline met together for ETV presentation and discussion periods, it gave us an opportunity to discuss our mutual problems and views on various subjects, which improved interoffice communication.

299. I have tried to be a little nicer to the public and to fellow workers.

300. I have learned that communicating is very important in everyday living and working with others.

301. I have used different approaches in person and on the telephone.

302. I do try to be courteous and considerate to "my public" at all times.

303. Because of the program, I have a better understanding of some persons I did not have before.

304. I have tried to understand people I work with better and to be more kind and considerate to those I work with.

305. I have tried to be understanding and patient with patients when they appear uncooperative or fail to understand.

306. More understanding.

307. It helped to understand the roles and problems of other departments in our building. Therefore more understanding and cooperation.

308. More thought given to verbal expression. More understanding of other disciplines.

309. Made me more fully aware of need to evaluate situations and consider full picture which I have done.

310. Understand attitudes of co-workers better.

311. I feel my attitude was good before the series, but it did make me more aware of how people see you in so many different ways.

312. I have been more conscientious, perhaps more cautious in personal contacts. I am probably more critical, too!

313. I believe I understand the apathy of the clientele I serve.

314. Better regard for everyone I come in contact with.

315. It has given me more of an insight toward the responsibilities of my fellow workers.

316. I have tried to be more tolerant.

317. The program on "Our Public Image" helped me to see myself and the other workers as the public sees us and to help me guard against an unfavorable image.

318. I feel more responsible for effective communication between other workers.

319. Because in our group discussions we were able to better understand the responsibilities of other departments and better communication seems to have resulted from these programs.

320. I learned who some of the employees were in this health department and their problems are much the same as nursing problems.

321. I have come to the realization that other departments within our health center may supply much needed assistance to me and my section and that we are able on occasion to reciprocate.

322. I feel more comfortable with people from other disciplines and am more informed about the responsibilities of various disciplines.

323. More concerned for patients in understanding tests and treatments and take more time to explain. More aware of other persons' problems.

324. I think perhaps my attitudes changed more towards my clientele.

325. I have tried to have a good attitude at all times, but perhaps the programs did help to some extent.

326. The series brought a needed reminder to be more aware of our clientele background and opportunities and more understanding of their "different" attitudes and approaches to problems.

327. I understand this problem; therefore, I think I am a little more thoughtful of the demands that I make on them.

328. My attitude concerning the complexity of the problem has changed.

329. I feel closer to other members of the health department and their work.

330. Realize need for better/newer meetings of public/better methods of communication. More willing to change/replace comments.

331. I strive harder than ever to maintain a friendly and cooperative attitude.

332. More understanding promotes better interpersonal relationships.

333. More appreciation toward other employees, further cooperation with other sections.

334. I try to be more thoughtful.

335. I could see some of the mistakes we make and profit by them.

336. There is a better understanding and cooperation between the disciplines.

337. I understand now that a lack of communication has held us back from working together as much as we could have been.

338. I have tried to put myself in the client's place and be more patient also. I have tried to more fully explain or relate the client's needs to the appropriate health employee.

339. I understand problems in other departments.

340. I listen more and have a greater interest in other disciplines.

341. More conscious of feelings and rights of others, others including co-workers and patients.

342. I have tried to do a "self-analysis" to be sure I am doing my part to help foster some wholesome changes to staff attitudes.

343. I think before I greet people or go to visit about what I have to say.

344. I cannot say my attitude or behavior has changed, but probably has improved. This was mostly a refresher course because practically everything was covered in our public health training.

345. I listen to the other people's problems with more compassion.

346. Since I have not been in this work a year as yet, I can see through those movies and discussions where my attitude can change a lot in working with the low income people and be more helpful and courteous.

347. My work was conducted more in the line of work that was presented on TV.

348. To a degree, it established a better understanding and rapport with fellow workers.

349. The nurses in our department have seemed to work more as a team. More considerate and cooperate in dealing with our patients.

350. I make a special effort to try to cooperate more fully with my fellow co-workers, by doing so, I receive better cooperation.

351. I make a greater effort to work closer with my fellow co-worker.

352. I treat everyone with respect.

353. I was and still am in a learning period. I try to be cooperative, courteous, continue to help everyone. I have noticed a slight improvement in attitude of some of the others in our department and numerous reflections to sayings.

354. It helped my behavior.

355. Helped me understand other workers' problems.

356. We understand each other better. I also understand my work more.

357. It has helped me to understand people and their problems more. It has also helped me to be a better listener.

358. It is about the same things that occur daily.

359. Helped me to try to have a better understanding of behavior.

360. I understand more some of the problems that face my co-workers. I try my part to lose this complication.

361. I have better learned ways of explaining things to the public and can help them with the information I have obtained.

362. I feel that I get along with my fellow workers and also my patients, but I still feel this education program is most helpful as you need something to remind you of your approaches and techniques.

363. I cannot say it changed my attitude or behavior entirely neither can I say it had no effect. It did remind me and made me more aware of our duties and how our image affects the public.

364. Able to communicate better with others in the department.

365. It served as a reminder about our image to the public.

366. I think the group discussions held with the entire staff after the ETV series helped me to evaluate myself.

367. I realize that we must treat each person as an individual and try to understand his viewpoint and his problem

368. More tolerant with employees.

369. The educational program helped me. It was not that I had never heard the material that was presented, but with much to do, we have a tendency to push things to try to accomplish as much as possible. Sometimes not fully aware of co-workers or patients as individual personalities. We forget that many factors are involved in the effectiveness of work. I think these things were adequately represented and the group was stimulated and able to apply this in their own work experience.

370. It showed how the public really sees us and how others see us, even if we are not conscious.

371. Feel that I have a better insight and understanding of clientele that I serve as a result of the information contained in the education program.

372. Have put an extra effort to make myself understood. Tried to improve communication between myself and patient.

373. By trying to understand others are just as busy and need help too.

374. Served as a reminder to view our problems as a whole.

375. Not so much change as have just tried to do better and be more understanding.

376. I make a more conscious effort to assist co-workers in parallel fields.

377. Effort made to give practical reasons for decisions made in accordance with public health laws.

378. Am more aware of the problems of others.

379. Interest in other disciplines has been stimulated. Am more interested in and aware of problems within the agency.

380. I try harder to see the other person's viewpoint and to be more tolerant.

381. I have learned to reappraise any problems I encounter in the field of public health.

382. I have tried to be more tolerant both with co-workers and the sometimes unpleasant public, especially over the telephone.

383. I have been more aware of a better working relation with my fellow workers and/or clientele.

384. I feel that I can now cope with problems that come up in the department as it gave me an insight as to my weaknesses.

385. More patience with both co-workers and clientele better "listener"--particularly with clientele.

386. Have been more aware of the job being done by co-workers in other disciplines and more familiar with duties of sanitarians and clerks.

387. I look at things now more as a team member. I feel different toward the other members of the team than before.

State Board of Health Participants

1. I have discovered that it would help to listen more closely to the problems employees bring to me and by all means try to give them an answer.

2. As a result of the program, we were able to visit other sections to learn more about their work.

3. Try to be more friendly with shy member of my work group. Try to keep in mind that no one can understand what I mean unless I state what I mean clearly.

4. I learned to be more humble and more patient.

5. I have tried the "we" attitude rather than "I" attitude and at times it has helped.

6. More tolerant of "fixed" attitudes that certain older health workers have.

7. Used technique in program of another group (church). Development of total Section Staff in process of participation in program planning work schedule planning, upgrading staff and services. Improved communication (inter-Section).

8. We particularly used the technique of "Warming the turtle" so that he comes out of the shell with my staff. Response has been amazing.

9. I feel that they are more knowledgeable and more understanding of the objectives and methodology of public health practice than I had previously realized. (I am sure this would apply primarily to the non-professional staff). Two were brought out during the discussion periods.

10. A renewed awareness of the difference in people's feelings and attitudes--and their causes.

11. Helps me understand and appreciate more the health worker who has direct contact with the public.

12. This series was helpful to me because it enabled me to understand the field of public health better and enabled me to understand the problems related to some and feel that my attitude has improved toward others' discipline.

13. I think that one can benefit from reminders of the attitudes and needs of others.

14. I do not believe I actually learned a great deal from the programs and I do not think this was the intent. In dealing with Interpersonal Relations (the topic), there is not a lot of new information, etc. to learn. But, the important point is that this group of sessions made us more aware of our own behavior and therefore we have since tried to improve.

15. I feel I know more about my fellow workers; hence, I can better understand their problems.

16. Try to be more considerate of others.

17. Listen, answering phone. Attitude towards others.

18. Learned how to better understand others and to use better day to day work habits.

19. The discussion periods gave all staff members a chance to "speak their minds" and an opportunity to learn what others do as employees of the division. I think it would be even more beneficial if intra-divisional groups were formed next time.

20. I try to have more patience with others.

21. Think, before speaking; let other person speak and I listen; and remember the tone of my voice.

22. I have tried to create a better public image when people come into the office or call over the telephone by being a little more courteous and listening to complaints with more understanding.

23. I try to be more cooperative and more considerate of my fellow employees.

24. Was able to learn what the duties of fellow workers in my division were and what problems they had; interesting discussion on treating clients as individuals rather than as just another case or statistic and emphasis on looking at a problem from the other person's frame of reference was good.

25. I better understand our relationship to the public and have felt free to help them if they ask a question about something I am concerned with. If I cannot answer their questions, I try to find someone who can.

26. Try to be more thoughtful and courteous toward fellow employees. More helpful in getting not only my work, but helping others.

27. I have a better understanding of work done by other departments and also the personnel involved.

28. Had opportunity to be around personnel that I had not known or heard of in the past.

29. Because it makes me see that other people are as interested in my attitude toward them as I am with their attitude toward me. Because we all want to be treated with respect from our fellow workers.

30. I try to cooperate with my fellow workers. I try to be polite and patient with the clientele and give them better service.

31. Improved communication with other sections within the department by having the opportunity to meet and talk with employees outside my immediate work group. Getting to know one another...

32. It made me make a self-evaluation of my actions which, of course, pointed out places for improvement.

33. It made me understand the way fellow workers feel about certain things and why they react the way they did.

34. I have tried to be more aware of how the other person may feel, his problem, and how I may help him better.

35. I hope they have helped. The programs made me stop and try to reevaluate myself and my attitudes toward others.

36. I am more aware of my appearance and behavior in the presence of people coming into the office.

37. I am aware of a change within myself, for instance, I now try to think more in terms of how the person I am trying to communicate with is receiving me. Is he, in fact, receptive? Am I getting through, etc.?

38. I have endeavored to be more precise in my communications so that there will be no chance of misunderstanding.

39. I think I better understand other disciplines' feelings regarding our work.

40. Feel greater understanding of problems of fellow workers; consider needs and desires of consumer of public health services which I provide.

41. I try very hard to understand each person I work with; knowing that all are different and that there are many contributing factors to consider in a personality make-up. Personality difficulties are surely to be a major factor. Pressures and tensions can present many difficulties and effect some in different ways from others.

42. I have been more courteous and patient to other employees and on the phone.

43. I feel I have become somewhat more eager to help the people who work around me and I feel I have tried to be more careful when explaining things to others.

44. In my job, I deal with the public over the telephone. I think it helped me to be more courteous and have better telephone manners.

45. I am more conscious of myself toward fellow workers now and feel that in turn they are also.

46. Insight helps, understanding viewpoints of others; realization that people are different personalities at different times; learning tolerance of others; quite revealing was the session on how personality affects job performance. Communication very important.

47. I understand more of the problems the sanitarians, etc. face.

48. Try to have more patience on telephone; try to overlook the faults in others and accept their ways.

49. I feel that I am more aware of the individual people with whom I think and work--taking into consideration their individual personalities, viewpoints, etc.

50. To better understand the problems; to better communicate with each other and to have a better understanding of all phases of work, etc.

51. I have stopped thinking of my own feelings and tried to be more understanding and reasonable toward my fellow workers. I have also tried to be more pleasant and informative on the phone.

52. More aware of problems of others--also feel that I know more people and can communicate with them better.

53. Improved behavior in group work (I hope).

54. I appreciate the problems of the people I work with and am more tolerant.

55. I have been making a better effort to communicate with these outside departments. For example, mail room personnel, laboratory director. Also, I have been more conscious of how my dealings with the public reflect on our public image.

56. I believe my attitude has always been good; however, I realized I have room for improvement in my understanding the feelings of others.

57. When a person enters our office now, I try to see him as an individual instead of as just another client. It helps my attitude if I stop and think that maybe he has had just as bad a day as I have and that to him this problem may be ALL important.

CHAPTER II

EXPLANATIONS AS TO WHY THE PARTICIPANTS FELT THAT THE CONTINUING EDUCATION PROGRAMS HAD NO EFFECT ON THEIR ATTITUDE AND/OR BEHAVIOR TOWARD THEIR FELLOW WORKERS AND/OR CLIENTELE

Local Health Participants

1. I suppose I have not been in public health long enough.

2. I suppose I have been in public health too long.

3. My attitude toward my fellow workers in the past has always been as brought out in the ETV--programs--cooperative, understanding, working as a unit and for the advancement of public health--for the individual as well as for the general public. The program does help keep us on the alert.

4. I enjoyed the program, but I do not feel that my attitude needed changing toward the people I work with.

5. Previously, I had tried to carry out the suggestions and adopt the proper attitude toward the public. The programs refreshed the training I had had before coming to work at the Health Department. But, I do not feel there has been any specific change in my service to the public. I do not feel that the atmosphere has changed any concerning fellow workers.

6. Ours is a very cooperative staff and very good one with which to work.

7. Feel that my attitude and behavior is pretty much the same as it was before the programs. As far as my fellow workers and clientele are concerned--I am still trying to practice the Golden Rule, with success part of the time.

8. We have a good relationship in our department. We have always enjoyed a congenial fellowship among all branches of service.

9. I always try to be as courteous and polite as possible at all times.

10. I feel that we have a good working relationship in our Department.

11. All staff members have good working relationship.

12. We have very good working relationship and cooperation in our department.

13. I feel future programs could best serve and would be more constructive and interesting if they dealt with problems confronting your more experienced secretaries or certainly those who are more conscientious than those portrayed before. It is wasting your time, I think, pointing out the lackadasical attitudes of personnel who, obviously, have no intention of getting themselves "involved" in their work in the first place.

14. I felt that we were already over the period discussed. We should have learned all of this during our six months probation period.

15. Because I was aware of and practiced the discussion principles prior to ETV.

16. The programs were not positive enough to have any lasting effect.

17. Because we had no great problems with attitudes toward fellow workers and our staff is old enough to be courteous and understanding with clientele. The programs, however, made us more conscious of our attitudes.

18. I have not been an employee long enough to make a valid statement.

19. I have always tried to have the proper attitude and/or behavior toward my fellow workers and clientele that I serve.

20. I do not think it would change regardless of the programs shown.

21. Because I have always tried to be as polite and kind to people as I possibly could.

22. Attitudes change only when people desire a change. There is no such desire only stubbornness in workers involved.

23. No is closest. I like to think I have had a good attitude/behavior toward fellow workers and/or clientele for a long time. Both from training and guidance from dental health division personnel and experience. Help from ETV more in understanding local health department. Jobs and problems with which I was not previously knowledgeable. My assignment from State nearer technical than actual as I work in schools mostly. In the past, I have been embarrassed by questions about local department that I could not answer.

24. We have been made aware of our public image always and if my attitude has changed I am not aware of it.

25. I got along well with my fellow workers and clientele before the Continuing Education Program began. I believe I treated the clientele with the respect and courtesy due them.

26. I always try to do my best and do not feel that a series of seven programs will change me.

27. My work is in a special field. Have always tried to cooperate in every way.

28. I would not say there has been any change. Our group is a rather compatible one and those that are not are still the same as far as I personally am concerned.

29. I feel my attitude and behavior toward my fellow workers and clientele has been good and I have had positive approaches toward my work.

30. I have for some time been aware of the need for a positive attitude and/or behavior toward my fellow workers.

31. I have had a good bit of training in this field and am constantly alert to the importance of good interpersonal relations.

32. My endeavor has always been to treat people in a respectable manner. This is what I think ETV was saying.

33. I still feel the same way towards them as I did before and feel we still have the same relationship with no real problems.

34. As I can tell no difference.

35. Everything seems to go back as usual.

36. We are an unusually congenial group.

37. Our department is small and we already had a very good working relationship.

38. The material is not new to a veteran public health worker.

39. Other than broader understanding of other disciplines, my attitude has not changed.

40. Both were already up-to-par. I believe that any person who has successfully worked with and served people as health department employees do, will automatically cultivate for themselves the knowledge and abilities that were set forth in these programs. I have worked in this environment for two years and as they say, "Experience is the best teacher." I feel that the ETV programs served as a nice review for me and many other health department employees.

41. I do not feel a good secretary gained any new insight from these programs.

42. I was a trainee and attended seminars three years ago. It was then, perhaps more than now, my attitude and/or behavior to people and co-workers changed.

43. I feel I was already using the mechanisms cited and had the attitudes we were taught.

44. Really no different, but a good reminder.

45. Because I was already using two techniques reviewed in this series of programs.

46. Limited contacts with staff. Routine contacts with clientele.

47. Too much repetition at the beginning of the program proved boring, but I suppose this was fartially my fault. I was expecting the first part would explain fairly well the part we would play in communication and expected more examples as to how important communication would play in our role in public health nursing.

48. The program was not relevant to my job.

49. I have a good attitude toward all anyway.

50. I still feel towards my clientele as I have before, but I believe my fellow workers look upon themselves as a different image--they now know they are the "public image" of the health department.

51. I think because I have already had much educational training and experience in the field covered by these broadcasts and have tried to keep up-to-date on relations, interpersonal communications and interviewing principles.

52. My job is unchanged, my attitude and behavior are oriented toward cooperative endeavor therefore--why change?

53. I was already trying to carry out these principles stated in the TV programs.

54. The programs, I feel, simply pointed out more problems, but never even tried to suggest solutions. We have been aware of interpersonal problems for many years.

55. I thought this program was very elementary.

56. I follow the Golden Rule with my fellow workers and clientele and that is to treat them as I would want to be treated. Then too, I try to establish rapport with my patients.

57. Believe would have been more effective if more specific examples and comparisons had been given/or some illustration.

58. Even though the topic of interpersonal relationships is one which should enlighten a public health worker, the material provided and the topics discussed on ETV were not relative or beneficial. No one answered any real issues or gave any hint as how to begin to solve them. It left me with many disturbing feelings. My course on interpersonal relations in college gave much more insight into relating with people than this course did.

59. I felt the areas discussed were too general in nature and material covered was information to which I had already been exposed to many times in public health.

60. I do not feel that my attitude has changed since I have always had a positive attitude toward my fellow workers and clientele.

61. Nothing new presented; very boring. Group attitude was poor.

62. Have always attempted to practice good interpersonal relations with fellow employees if they are willing to cooperate.

63. Most of this same information was not new to me. It was included in my interpersonal relations courses in college. Therefore, most of these ideas and concepts were already a part of my work and attitude.

64. Material was elementary. Something that is learned while in school.

65. I feel that I had a healthy attitude toward my co-workers and clientele before viewing the ETV programs and do not feel that this attitude is a result of the ETV programs.

66. This program was poorly presented and dull. In my discipline, it was more beneficial than for those with less training. However, this could never be considered a learning experience due to the poor presentation of the program. Group leaders need additional training in this area. The program could be a wonderful thing if presented by the people who actually get out and do the work.

67. I was using a humble attitude with emphasis on interest and help toward my clientele--which I have continued. Have always tried to be considerate of co-workers.

68. Information--not new.

69. The material covered in the program had no bearing with my fellow workers or my clientele.

70. Our staff cooperates extremely well together.

71. I meet people very well.

72. I had no problems working with other workers before.

73. Interpersonal relations is a subject that was thoroughly emphasized in my educational preparation. Therefore, my awareness and attitudes were already formed. Even with an "open-minded" approach to the session, I found the material presented to be "old-hat." I do recognize the value of departmental participation in the program and the opportunity presented for those without similar backgrounds to be exposed to information.

74. I think I was doing a good job before this series was started. I realize there is always room for improvement, but I learned very little from the program and it seems to me it was not worth the time and money.

75. Because I am very grateful to my fellow workers. Whatever they do I go along with them, so I say my attitudes remain pleasantly as before.

76. I have always tried to the best of my ability to be as pleasant and kind to all people with whom I deal regardless of race, looks or any other personal dislikes I may have.

77. Material not new.

78. I feel the information presented was very important, but much of it was repetition from my training. Therefore, I feel the program did not specifically change my attitude or behavior.

79. The programs presented seemed oriented toward workers who had achieved only high school education--maybe less. We studied such information for four years of school and are really quite tired of such basic information. PLEASE give us some stimulating material to digest.

80. I felt all these sessions were very elementary and superficial. I also feel that a person who is in our profession should at this point in their career be able to work at this appropriate level.

81. Because I have overextended myself in being friendly and courteous as the first impression is usually the one that affects your fellow workers.

82. Recently out of school and have had interpersonal relationship training.

83. As a nurse with a BS degree, interpersonal relations were so stressed from the day you entered nursing school that this further repetition was rather difficult to take. I do not feel that these programs were geared to anyone with a college education. I think the basic idea is very good, but would appreciate doing some material worth listening to.

84. Cannot recall anything brought out that was really new.

85. I have always put Christ first in my life, family second and my friends third. If you have Christ in your life, you have a better attitude toward all persons without an education program.

86. Working relationship very good before program.

87. Interpersonal relations has been a part of my earlier training.

88. There was no problem before the programs.

89. I had so much of interpersonal relations in my baccalaurate training that this series was very much an elementary review for me.

90. If I had not been sold on public health and realized the importance of public relations with staff and patients, I would have left this field of work 28 years ago.

91. Have not noticed any changes.

92. I have always tried to treat them as I like to be treated.

93. Due to past experiences and conferences, I believe I have practiced all the principles of the course. No brag, just fact!!

94. I have always tried to do my job well.

95. I have always tried to adhere to the standards of the ethics of my profession.

96. The subject matter was too elementary and I was already practicing or trying to practice politeness, consideration and good behavior toward my fellow workers and clientele.

97. I have tried to remember that each person is human and has feelings just as I do and that when a person needs help and is strong enough to seek it out, then I would be able to curb my own feelings, whether good or bad, and meet them on their own level.

98. Already practicing methods as outlined in manual.

99. Fellow workers very nice--had good attitude before program. Like public health work. Have respect and compassion for fellow workers and clientele.

100. Attitudes at present are good among employees; therefore, no change in behavior or attitudes is necessary. ETV course has served no purpose in this direction.

101. I believe I knew and practiced good public relationships before attending this series of programs.

102. My assignments in sanitation are specific and special. Continuing education, as you are presenting it, is general and varied.

103. I had the utmost respect for both before.

104. Most people went because they were required to go. While some of the programs were enjoyable, I believe most of the material taught and ideas were forgotten by the next week.

105. Too many staff members not interested in their jobs.

106. I feel we have good rapport in our department.

107. As a result of their programs, my attitude and behavior have not changed. I feel that it was a reminder that in order for my work to continue to be a success, I must always have the right attitudes and behavior toward my fellow worker and the public.

108. I considered my attitude toward my fellow workers as good as it was to begin with.

109. I think my attitude and/or behavior has always been about what the lessons illustrated. Some facts were brought out that I could use to improve myself, but to a minor degree.

110. The information offered on the ETV was somewhat general. I have always tried to be as agreeable as possible. There is always room for improvement. I cannot remember any particular idea offered on the ETV that I had not heard before.

111. I am not aware of any change.

112. I never had any difficulty in getting along with my co-workers.

113. I had same respect as I do now.

114. My attitude or behavior has not changed, but the Continuing Education Program did suggest methods of improvement which were helpful.

115. I always try to serve the public with courtesy and kindness and to be congenial with fellow workers.

116. Because our relationships were good to begin with.

117. The subject matter for all the TV programs was not new. We have heard it before. There is a difference in "knowing" and "doing." People do not always do as well as they know. Being reminded of how to work together and face the public does help.

118. Because it takes more than seven study manuals, 7-30 minute ETV presentations and 7-30 minute group discussions to change a person's attitude and behavior. It takes years to develop attitudes and behavior.

119. I feel that I had been treating all people in a Christian manner.

120. I received all this basic training early in life, supplemented by professional training. I hope to have given my best to fellow workers and clients.

121. I have always had good working relationship with my co-workers.

122. I felt that I had been using as pleasant and as emphatic approach with my co-workers program. I feel that my relationship with co-workers and clientele is workable for both and effective.

123. It did not change my attitude. It made me more aware of the importance of my already existing attitude. In an uncertain way the program strengthened or supplemented my attitude and although I cannot say it changed my attitude, it did add to an already existing urge.

124. Material was presented to much at the time. Could have been used to more advantage if programs had been spaced.

125. I have always had the highest regard for my fellow workers.

126. I do not think that seven short lectures followed by discussions can change one in such a short time while this person has been working throughout his or her life in such said manner before this ETV presentation. If you were that way to start, seven lectures would not change.

127. Information not new.

128. I hope and believe I already had the attitudes toward my fellow workers that I needed.

129. I believe my attitude is OK.

130. Attitudes and behavior are developed over the years. A short, brief course is enlightening, but could hardly alter such behavior.

131. My attitude has always been friendly and cooperative.

132. I do not feel that enough was gained from the programs to change your ways.

133. I believe it takes more than one educational program to change attitudes and behavior. This program did help us to thing of ways to improve for the most part we have a staff that functions well together. We have tried to communicate more between departments since this program.

134. I feel that my behavior is the same and my attitude towards my fellow workers was good. All of these being the results of experience and hard work.

135. I do not consider my attitude toward others as extremely bias.

136. The attitude and behavior in this department was good before ETV.

137. Because I have always tried to treat them as people and put myself in their positions.

138. I feel I have had adequate training.

139. Feel that staff relationships are still the same--good.

140. Most of the things brought out in the ETV discussion periods I put into practice long ago. I think programs that deal with more specific phases of our work would be more beneficial to us. If future programs will lead to this eventually, I shall look forward to participating.

141. I have considered interpersonal relationships important for a long time now and have tried to develop meaningful relationships with the people I meet.

142. I felt much of the information was already familiar to public health employees. It is a question of putting into practice what we know.

143. Since entering the nursing profession, I have always tried to have a professional attitude and behavior with my fellow workers.

144. This program has not changed my attitude or behavior, but has strengthened my attitude in dealing with the public.

145. My answer was "No" because I have tried to develop an attitude to do unto my fellow worker as I would like them to do unto me.

146. Relationships agreeable before ETV.

147. My recent semester prior to working on the staff focused on attitudes, behavior and relationships, with the patients and staff members; therefore, I feel the TV was only supporting my previous educational experience.

148. I feel that I have never let my personal feelings interfere with my fellow workers or the people that I work with and for in my duties as a public health nurse.

149. I feel that my attitude was fairly well before the program, but there is always room for improvement. I do not feel that the program was as effective concerning attitudes in the department as it should have been.

150. I cannot tell anyone has changed in their behavior.

151. The information was a very good review, but was not new information to me. I have always tried to put most of the thoughts and principles that were discussed in TV into practice. However, I feel the series was very good and helpful, but no definite change in my attitude or behavior.

152. I have always tried to get along with my fellow workers and clientele and my attitude has not changed.

153. My attitude and behavior has developed through the years. I cannot honestly say that this series made any difference.

154. My attitude and/or behavior has not changed toward my fellow workers because I always believe in treating them as I wish to be treated. This was, however, a good reminder.

155. I feel that my attitude toward my fellow workers has been good.

156. I graduated from an "IPR" centered program at Duke and consequently this was not a new set of ideas. It did refresh my memory, but for others who have not had four years of it constantly drilled in them, it seemed to have little lasting effect.

157. Because I have had this material in fire college and drill schools and many other courses.

158. Because we have always had a good working relationship in our office.

159. No change at the present time.

160. I think that it would be hard to say at this time, that the seven programs have made any great change in attitude and/or behavior of fellow workers and/or clientele. I do think that if these programs continue that changes could occur if we all take advantage of the learning experiences.

161. Because we have not had any changes in programs or interests.

162. I do not feel seven hours is enough time to change my basic attitude or behavior.

163. I had only attended two programs; therefore, I cannot truthfully say that it has.

164. I really do not pay that much attention to myself.

165. I tried to develop and use good attitude and behavior before as well as since ETV.

166. I have always made an effort to try to understand my fellow workers and patients. However good the education program, I feel that it has not changed my working habits nor my understanding for those I come in contact.

167. I try to treat the other person just as I like to be treated myself. In doing this, I feel I am safe in what I do.

168. Working with my fellow workers has never been a problem to me.

169. Most of my fellow workers are as they were when the program was started. There may be some changes, but not enough to tell.

170. Behavior patterns probably too well established for permanent change.

171. Programs too vague to be beneficial.

172. Essentially nothing "new" was taught; therefore, no changes occurred.

173. I feel as if I was aware of many of the points made in the ETV programs already. The thing which bothers me is that no one can work in public health very long without becoming aware of problems which exist. It seems as if many of the problems of which we are already aware were simply restated in the ETV and yet no solutions were given or suggested. I feel as if most public health workers are aware of existing problems. What we need are some solutions.

174. I am still trying to solve each problem on individual basis as it arises.

175. I have noticed no change in my fellow workers or clientele. I cannot at this time explain why.

176. My attitude is still as good as it ever was regardless of the program.

177. I think we need a new program coordinator, if you want the facts from the group.

178. First programs general--later more specific ones will be of more value.

179. I do not think the series of programs offered anything new for me personally. Therefore, I do not think I have changed my attitude or behavior to any extent.

180. I had a satisfactory attitude before the program began.

181. I have tried to use the same approach to carry on discussion as brought in the ETV.

182. I have tried all along to have a good personal attitude and relationship toward my fellow workers and clientele with whom I deal.

183. I was already aware of the ideas brought out in the program.

184. The material presented was that any professional person would not have already understood.

185. My attitude toward my fellow workers did not change, but I do know them better.

186. No new information.

187. I was already practicing the courtesies, etc. that were stressed in the program.

188. Since I have always strived toward friendly, helpful attitude and courteous behavior, I cannot truthfully say that the program had any great impact on me.

189. I feel my attitude was good before the program. Have always been able to get along with fellow workers.

190. I feel my supervision in my public health experience was so very good. All of the tools we use in our nursing service help us to see problems and how to correct them. ETV was much repetition for me.

191. I did not feel I had an attitude or behavior problem toward fellow workers or clientele I serve.

192. If you are a public health worker, you must like people--all of them. Therefore, my attitude and demeanor reflects this. If not, everyone is in the wrong field.

193. I have always understood the importance of this part of my work and consciously tried to do my best in this area.

194. I have been in public health a long time. My work is done as a Christian should do her work.

195. I feel I already had the type of attitude brought out in the program.

196. It is not that it had no effect, it is that I believe that I have been carrying out my program in the prescribed manner.

197. I hope I had already been trying to use the basic principles involved.

198. Most of the materials presented were a reminder of materials presented in formal education or in-service education programs. I do not know of instances of change

199. It was more a review than a learning process.

200. We already had a very good working relationship in our health department.

201. I have already had several courses in interpersonal relationships and communication and the material presented was a review of information I had already had.

202. I do not feel my attitude was bad before the TV series began.

203. Most, if not all, of what was discussed on ETV was presented to me and practiced by me as a student of nursing. I have continued to follow those guidelines over the past two years. Therefore, ETV caused no appreciative change in my attitude or behavior toward my fellow workers or clientele.

204. No, we have always had good relationships in our work. We work closely in our department.

205. We are a small group of workers and have always worked together to obtain the best results from our work.

206. The amount of "new" information given was not that great.

207. Because my attitude and behavior have always been good toward people and I try to be pleasant at all times.

208. I feel that my attitude was adequate prior to the programs. This was pointed out in part through the discussion periods.

209. Because I tried to understand people to the best of my ability before the TV series.

210. Discussions ended too soon. We got knowledge that problems exist, but had no time to work out solutions.

211. In my length of time in public health, I had met so many problems that had to have a solution.

212. It did not point out anything which I was not doing already.

213. I feel that I have always been able to obtain the cooperation of my fellow employees and the people with whom I have to deal.

214. I was already trying my best to be cooperative and helpful to the best of my ability.

215. Because we have very little problems with attitude or behavior in our departments. Everyone works together well.

216. My attitude has not changed because I have always tried to use the methods set forth in the education program, but they have certainly helped to improve my attitude.

217. For one reason, I had had previous opportunities to participate in groups and various groups of public health workers in general.

218. Attitude good before programs-still good.

219. I had no problem with my fellow workers to start with.

220. I have always tried to be courteous and respectful to all people.

221. I tried to do the best I could before the education program and most of it was nothing new.

222. My motto is and has been to try to do unto my fellow man as I would have him do unto me, likewise, if he were in my shoes and I in his.

223. Being a small department, there have not been any real problems that I am sure exist in larger departments and where staff changes occur more often.

224. I have no idea why my attitude did not change, I am just set in my ways I guess.

225. I was already trying to practice what the program was preaching.

226. I feel my relationship with co-workers has and feel that it will continue to be on a good working basis also with my clientele.

227. No change in attitude.

228. I treat everyone as an individual and always have.

229. I have always thought of each person as an individual.

230. I have always tried to have the proper attitude with my fellow workers and clientele.

231. Because I have always been conscience of my attitude or behavior.

232. I have not been working long enough to have formed an attitude.

233. I have always tried to work closely with my fellow workers and give my best service to my patients

234. I have always tried to treat fellow workers as I would want to be treated.

235. I do not know why it had no effect. I can detect no change.

236. I felt the principles presented were fine--but I had studied the same principles in previous courses.

237. Our staff has always worked together.

238. I feel like the material presented on behavior and attitudes was a basic review of several sociology courses in which this was discussed in departments.

239. The attitude of each employee in this office toward both fellow employees and the clientele we serve, is good.

240. The program may have made me more aware, but I do not feel my attitude toward others has changed.

241. I have always tried to respect my fellow workers.

State Board of Health Participants

1. I have always tried to maintain a favorable attitude toward the people I meet.

2. It had no effect because I have always tried to get along with the people I work with and we as a section have always worked together.

3. As a lab worker, I am not involved with the public or health personnel--just chemicals.

4. My attitude and behavior were already in agreement with the program.

5. I do not think my attitude or behavior toward my work or my fellow workers nor the clientele that I serve has ever been questionable. I know and understand my work. However, I can see that it could be beneficial to some workers, especially to new employees. I understand it will be more interesting this fall.

6. The series was started in the wrong way and this had an effect on the attitude of all, throughout the series.

7. Neither the TV presentations nor the study manuals had any clear-cut meaning or message for me. (I have to recant--one television presentation did give definite "Do's" and "Don'ts." That was the one where the woman did some mimicry of employees. This was the only TV presentation which I felt was of any value to me.)

8. None of the programs were seen with local groups and the group changed each time. I feel that continuity and group feeling would have been helpful.

9. Our Division is small. We already know--should know--our fellow worker and their behavioral pattern from day-to-day. I do not believe my attitude towards them was altered appreciably, although maybe their attitude about me changed.

10. Answer cannot really be "yes" or "no" or actually self-rated. However, for two reasons I stated "no." Prior exposure to very similar materials. This was a relatively small part of experiences of the days attended.

11. I had been exposed to this before informal education.

12. On a subject familiar to me. Did not go into duties. Did not have same group each

13. I have not observed any change.

14. I do not intend a vain reaction to this, but I hope that my attitudes were open enough prior to the training that little change was required. I should also hope that my behavior was sufficiently fair that this was not a matter requiring meditation.

15. My conduct ant attitude were the same (that of doing my best and being friendly) before this course. I did not learn anything new since previous experiences of meeting and dealing with people have stuck with me.

16. The only program that made significant impression was one on communication--somehow feel removed from general objective of program.

17. Since I had no chance to participate in discussion or see all of programs. I feel that they were not very effective for me.

18. It had no effect because I consider my attitude and behavior patterns acceptable at all times during working hours.

19. These principles are currently being used.

20. During the sessions, everyone who attended seemed enthused about the effects the sessions had on them and their work. However, after the sessions were completed, things seemed to get "back in the rut" as was before.

21. Everyone in an office should attend if anyone is--in that way, you would all be working together in trying to improve attitudes, behavior, etc.

22. Material was too general.

23. I do not feel that my attitude towards my job or fellow workers or the public needed improvement. I do feel this program has helped quite a few of of my fellow workers.

24. Good attitude and behavior are two qualities which have always been vital to me. No courses could make this better.

25. I have always tried to have the correct attitude and behavior towards my fellow workers and/or clientele that I serve.

26. Had no guilt concerning inefficiency as secretary. Perhaps due to age have passed the stage of placing self before duties. Experience is a good teacher after all and treating each fellow worker as an individual produces desired relationship. Also enables an individual to adjust to new and/or different procedures.

27. My answer to the above question is no because--our office always attempts to have the proper attitude and behavior that is appropriate for a public office.

28. It takes more than seven sessions to motivate a person to change attitudes and/or behavior.

29. No situation has called for new knowledge gained.

30. In the past, I have tried to be courteous and helpful to the public as well as fellow workers and I hope to continue to do so.

31. I did not have a bad attitude to begin with.

32. Dull--uninteresting--did not concern my work.

33. Because what was said or learned did not apply to my work in and about an effective way.

34. It had no effect because only one of the programs really concerned me (the one with the public health nurse speaking). Most of the programs seemed to be on a higher level than clerical workers. I think this could be a very good and informative program if we had simpler and more interesting subjects. There seemed to be several interpretations of the main subject INTERPERSONAL RELATIONS.

35. I feel that the time spent on the TV programs so far was wasted. Nothing seems to have helped me one way or another.

36. My policy--"Do unto others as you have them do to you."

37. My department head will not let any changes take place.

38. I saw no relations between the program and my department.

39. I feel the attitude I had before attending ETV program was okay.

40. No definite reason for attitude or behavior to be changed by merely participating in said course.

41. I learned no new information that has benefited me in my work. We have always had extremely good interpersonal relations in our office and the attitudes of our staff members toward their fellow co-workers do not need improvement. As far as the telephone and meeting the public is concerned, our office has always been courteous, nice, helpful and mannerly.

42. The attitude of the personnel in our office has always been above the level of the programs presented on ETV.

43. The attitude of the personnel in our office has always been good and really needed no improvement. My attitude toward my co-workers is the same.

44. I have forgotten most of the programs, but I think my attitudes have stayed the same which I think are basically good.

45. Had ample years of training at home and formal and considering the time I have been working in public health, I feel if I need a course like this to improve me, I should not be here in the first place.

46. I did not have a chance to attend enough of the programs to affect it one way or the other.

47. I looked them and acted toward them as best I could from the start and have continued to. When you have a group as friendly as the people I work around, it is hard not to get along well with them.

48. The basic fundamentals of getting along with co-workers and people in general was taught early in life and has been continued throughout school years.

49. To one of considerable age, the thoughts and ideas presented were not new concepts of interpersonal relationships.

50. The topics discussed were generally things already learned and taught to me earlier in life. Therefore, the program had no particular effect on myself of anyone in my section one way or the other.

51. The programs did not present any new information. The whole concept of ideas which were expressed was elementary. The attitude of personnel has always been exceptionally cooperative.

52. Because I do not think I needed a change of behavior toward my fellow workers. We get along fine.

53. I have always tried to work conscientiously and cooperatively and I feel I have already been doing the things that interpersonal relations was trying to teach about getting along.

54. In the first three programs which I attended I found nothing that I did not already know or anything that would help me while working in the laboratory.

55. The programs seemed to me to be very good for "field" at local health workers who deal directly with the public. Our laboratory personnel have very few instances in which they actually meet the public or come in contact with the people. The program seemed to be aimed or helpful for those who meet the people and offered very little for laboratory workers. There was little to change my attitude.

56. Because my length of stay has been of short duration, since April 22, 1968, (and changes involve a certain length of time).

57. We do not meet the public at all. Therefore, our behavior toward those we serve remains the same. My attitude remains the same toward my fellow workers.

58. I regained attitudes and behavior patterns are not likely to change radically with and about such a brief exposure to "proper" methods. Perhaps the ETV series has created an awareness or sense of perception that would manifest itself in a given situation.

59. No really new material.

60. Because I feel they were good already.

61. I have always tried to be kind and considerate to fellow workers and customers.

62. I am a person of good character and principle. My attitude and behavior toward my fellow workers has always been of a high degree.

63. I do not honestly believe that these programs affected me behaviorally. Probably I was not deeply enough involved as I was never in the same group.

64. My attitude and behavior in relation to my fellow workers and people in general was established in my childhood. I was taught by my parents to respect the feelings of others.

65. My attitude and behavior toward my fellow workers has always been of a cooperative and respective nature. I do not think I am guilty of having denied any of my fellow workers total cooperation and courtesy regardless of their cultural background.

66. I have always tried to understand and accept everyone.

67. The ETV program had no effect on me as to my fellow workers. I was already putting the suggestions into practice.

68. Much of the material was already being followed. The material could have adequately been presented in two sessions and accomplished the same results. A great deal of waste of time and effort was apparent.

69. Education program had no effect on my attitude and/or behavior relating to my work since I believe these to be mainly influenced by one's character and personality. I do not believe these can be markedly changed by one such program. However, I do believe such a program can serve a useful and beneficial purpose of information concerning various attitudes and behavior patterns associated with people of different backgrounds and locations, etc., thereby showing existence of some problems.

70. I, fortunately, possessed common sense, politeness, common courtesy and good judgment and self-confidence that could not be learned from ETV manuals or discussion group relating to Interpersonal Relations.

71. Generally, I have tried to conduct myself along the lines of the basic principles brought out in the program.

72. The study course provided me, personally, with no new information. This may not have been true to others.

CHAPTER III

EXAMPLES OF HOW KNOWLEDGE, APPROACHES AND TECHNIQUES SUGGESTED IN THE CONTINUING EDUCATION PROGRAM IMPROVED WORK PERFORMANCE

Local Health Participants

1. The improvement of work performance was a result of better relationships with staff (part of staff--the ones who participated in this series). The discussion leader failed to view any of the series, but led the discussion for those who did.

2. The approach and techniques were very good. I have been able to use this knowledge at staff conferences in department and with patients.

3. The approaches and techniques suggested in the programs were excellent and well presented--reviewing and practicing and studying them improved my work performance.

4. I think the programs presented some good suggestions on how to deal with the public. It made me more conscious of certain things as I am more conscious of certain things as I approached some people.

5. I listened more to my patients and fellow workers' ideas.

6. In our approaches to the public or when helping the receptionist at the front desk. Also, I believe it helped our staff relationship with each other to a degree.

7. By being alert.

8. I have an open mind and am always ready to try new and better methods and approaches. I also find it helpful to review some of the common sense approaches as well.

9. It was brought to my attention that I was not always applying the knowledge, approaches and the techniques I had previously learned and used.

10. Greater degree of overall effectiveness.

11. I was very impressed with the program and feel that it has helped more than any other one program presented. I am relatively new in public health and needed guides to get more and better cooperation from some agencies. Also the program on communication has helped because I am not one who has an easy job, communicating with others and have had to work on this especially since I work with different classes of people.

11. It has enabled me to be alert to home situations which I visit there. It has given me a desire to try to understand people better and why they do things as they do. Example: Why some parents will not get their baby immunized.

12. I learned to understand the nature of problem presented to me and not to react to the emotional state they presented.

13. Helped to understand the problems and how to think them out before acting.

14. Some programs gave us a better idea of how the general public sees us.

15. Giving a genuine interest in the other person.

16. More aware of meanings of "flippant" answers of some patients, as meaning they desire help, but are unsure.

17. It has helped me to have a positive outlook on my patients and their problems and the district as a whole.

18. These programs did serve as a review of what we may have already had knowledge of, but neglected to put into practice. It served as a reminder.

19. In knowing how to answer questions concerning other departments and other personnel in my own department. I have been able to gain more confidence with my patients.

20. Established better working relations with others.

21. Being aggressive, friendly, enthusiastic.

22. Listen to the public more attentively.

23. I am new in Buncombe County Health Department. It helped me a great deal.

24. It is difficult to bridge the gap in learning and experience between the health worker and the general public. I definitely have made myself listen and let the general public talk in order to reach a basic of common understanding with them/or understand their ideas.

25. Some of the new "tips or hints" were good ones for me to use in my work. Frankly, every speaker gave me points that caused me to try harder and be careful of what I say and do.

26. Better approach to patients and associates.

27. I cannot think of a real outstanding example. We have been practicing listening more.

28. It was a good review with a different approach.

29. I have been able to "carry over" the techniques employed by a good discussion leader to other groups that I have worked with.

30. Not so easily discouraged by the negative attitude of others.

31. I have worked to be more tolerant and understanding to improve communication with workers and others and to improve health services.

32. Be courteous and kind in supplying answers in any complaint and being prompt in giving satisfaction, letting the individual know that you are interested in their welfare.

33. Made me realize that I was member of a team that could play the game better.

34. I will listen more to what patients are saying.

35. Communication with the clientele I serve has improved. Am more aware of my public image.

36. Interviewing and initial contacts have been handled slightly different.

37. It helped me to better understand people regardless of culture and the delivery of better health services.

38. Suggested reading material helped to see ourselves in action and view our relationship critically.

39. It has helped me to understand my "clients" and their wants. This program has emphasized the importance of being a good listener at all times. It has made me realize the importance of courtesy and respect of other people's opinions even though I do not always agree with them.

40. Work planning approach to families.

41. Use suggestions in group discussion and talks with groups. (Listen to others, etc.) Communicating with fellow workers and patients. (Non-verbal communication, etc.)

42. Helped me to evaluate myself and see myself (in some ways) as others do.

43. Improving my communication with others by trying to listen carefully.

44. It made me more conscious of knowledge, technique and approaches. I think we all need occasional reminders.

45. It has helped me to strive to improve my delivery of better health services and to stay alert in order to learn from daily experiences.

46. Reminded to speak in the patient's "language" and remember to use terms the person could understand. The program about various customs and attitudes of different families was also interesting and helpful.

47. I feel it was brought to my attention to be more conscious of how we sometimes take for granted that other people know the same things we do and understand the same things when perhaps they do not. Helped me to realize the importance of good telephone manners.

48. It helped by pointing out some of my faults--after being pointed out I can work to change them.

49. Greater insight as to why people act or react as they do to given situations.

50. Helped primarily by improving interdepartmental relations, although they were good prior to programs. Also helped by learning group discussion techniques.

51. Language to use with each individual (bringing it down to level).

52. Has helped me have more compassion on some fellow workers whom I thought really needed TV series more than I did. (Trying real hard to be modest.)

53. To communicate with my patients better is one thing I learned. To have more understanding of their situations and feelings.

54. Try to communicate better (listen to what the other person is saying, speak in terms that other person can understand, listen to what I say, etc.)

55. Some of the illustrations brought back memories of incidents, but they were not changed.

56. Learned to listen and accept other people's problems and learned to be more sympathetic to them.

57. I am always trying new approaches to help in my job. But sometimes and usually there is always someone who is willing to change theirs only if you can prove your point. This makes it difficult for everyone concerned and makes things difficult for the entire staff. People are always trying to knife everyone in the back which makes working with them hard to enjoy their job.

58. I try to speak more pleasantly to the clientele that I deal with. I try to be more aware of the impression I want to make upon them and consider their problems.

59. Make effort to answer questions so that person inquiring can understand, do not use technical terms.

60. All of the knowledge, approaches and techniques have been brought up before in orientation programs and in service programs; however, I felt the ETV served as a review and reminder about a lot of things.

61. Gave me a refresher and reminder of things I knew, but possibly might not be doing or carrying out as well as I should.

62. This to me was a review of some of the techniques and approaches that I had been taught as a student. It reminded one and refreshed some ways of performing my work that had been put aside.

63. Try harder to meet public properly.

64. Knowledge through performance. Listening to patient and reflecting I feel public health workers need to let patients express himself in order to be of better service to the patient.

65. I have tried changing in some area getting information desired, when home visiting by getting patients and relatives or neighbor as case may be. Not trying to get so much at one time, but more frequent visits and a good relationship always.

66. Gaining more knowledge of duties of other disciplines in order to better inform public. To be generally more concerned about the public and their problems. To do more "explaining and less complaining" to public.

67. In greeting the public, I was more careful to keep an open mind because of the ETV program on the subject.

68. The program was very informative and stimulating and it has made me more aware of the importance of communication.

69. The programs made me more aware of my personality traits, my strong points and weak points. I am trying to improve on the weak points.

70. I have tried to keep in mind how our public image affects the people we serve.

71. The program has helped me to evaluate more often other people's reactions to teaching. It was stimulating as well as informative.

72. I was made more aware of the impression made on the people we serve and have put forth more effort to serve the public in a manner that will be a credit to our health department.

73. To see the other person and his attitude better according to environment.

74. I have been more aware of my public image and how to improve. I have also tried to be more cooperative with the people I associate with.

75. I know better how to plan my approach to a problem and what techniques to use or procedures to follow in solving these problems.

76. I cannot answer a flat yes or no, but it did strengthen or build on my experiences.

77. I feel I was most impressed by the impersonations of each staff member. I was made more aware of everyday contact and have analyzed myself. I am striving to give those whom I serve a feeling of well-being and would like for them to feel that they are in confident and efficient hands when I serve them.

78. To be more understanding of the many facts of different people's personalities and perhaps to be more understanding.

79. I have only been with the health department for seven months and by watching the TV presentations, I learned more about how different departments were suppose to operate.

80. I cannot put my finger on any specific techniques or any overwhelming change in attitude in the personal part, but I do feel that anytime a group of people come together and discuss their work problems and discuss indifferences, that it will lay foundation in a better understanding among ourselves and the people we serve.

81. Learning to listen helped to know what questions to ask. Result has been better communication and excellent rapport with a formerly hostile patient.

82. More courteous, better listener, more complimentary with praise to clients.

83. The materials on communications have aided me in my initial contacts with patients.

84. It helped me to improve my delivery of better health services by showing me how to watch my public image, better attitude, better cooperation, be more courteous and establish better rapport.

85. By having a better understanding of the problems that we deal with everyday and a better approach to helping solve them.

86. Taught me how to answer some questions that come up.

87. Because we now have new insight and other opinions of what is expected of us.

88. I have used it as an aid in supervising the work of the others.

89. I have used it as an aid in talking with people about their particular problems. I was able to draw them out often by seeing the TV program.

90. Concerning communication, I learned that one of the most important concepts is to be an effective listener as well as an effective speaker.

91. It enabled me to view contacts and clientele in a much broader sense. I had always expected to be understood. It had never occurred to me to expect to be misunderstood when I made an approach. For one program, I say "thanks" for this list of wisdom.

92. I must admit that the courses did bring some fresh light on old ideas and were therefore helpful, but not of superior quality.

93. Even though I have been doing public health nursing for many years, the entire TV course helped me to be able to change some of my own attitudes.

94. Better communication, understanding and interpersonal relations.

95. Used technique of group discussion , with me as a leader, in teacher nurse workshop always trying to remember if questions are asked regarding our agency, answering if you are definitely sure, but requesting time to find correct answers to be given at a later date. Admit mistakes and weaknesses in our agency to anyone who complains and suggest as programs go on, health department will improve.

96. It served as a review and a reminder.

97. Complete investigation to prevent complaints.

98. It seemed as a refresher and a reminder.

99. The Continuing Education Program was a very good review of some of the approaches and techniques taught in public health nursing.

100. Made me more aware of others attitudes toward public health nursing.

101. I have actually learned more about each department. Various office procedures are improved.

102. Cooperating more fully with nurses. On home visits state purpose of visit more clearly, using simple language appropriate to educational level of parents.

103. One program in particular was a helpful reminder not to lose patience in dealing with these people with problems. We all need a little nudge once in a while.

104. In my discipline, I interview (intensively) many patients and I am satisfied that the lesson on techniques of communication supplied me with a new tool in the use of "non-verbal" communication. I also feel that I do a better job of listening to my patients.

105. This was a review of approaches and techniques particularly in behavior science and interpersonal relationships. I thoroughly enjoyed the education program on TV and believe some of the items should be changed (taught by other persons), but reemphasized.

106. I have tried to make patients feel at ease, especially children. I have tried to make a pleasant first impression with the patients rather than a bad taste impression.

107. I have gained some insight into how other departments operate and also feel better communications have been developed both with fellow workers and with the public.

108. I have a pretty good knowledge as to the importance of communication.

109. Routine contacts with clientele.

110. To ever keep in mind the feelings of others and help make life more comfortable and pleasant to all I meet.

111. I had more techniques to work with. Had gained knowledge through program. Felt more secure in approach to co-workers.

112. Yes, I feel I am more carefully expressing myself to my patients and more careful with my facial expressions.

113. I feel that I learned more how to talk with people.

114. Somewhat better relationship with other disciplines within department.

115. By increased knowledge and technique my approach had improved. Cooperation is better and desired results obtained by all concerned.

116. Programs furnish information on how to work with others (staff and the public).

117. The example that comes to my mind first was the suggestions offered on how to meet the public both in person and on the telephone.

118. To expect to be misunderstood.

119. It helped me as well as the others in trying to approach the understanding of other people.

120. I have tried a little harder to make things clearer when talking in person or on the telephone.

121. It has made me more aware how important details are.

122. Better communication with fellow workers and clientele. More cooperation with fellow workers and clientele.

123. Have been more aware of giving my undivided attention to individual patient on telephone or in home or at clinics.

124. I have not had a chance to directly use techniques suggested. I believe this will come in my daily routine work as the need arises.

125. I feel that my ability to communicate with my patients, fellow workers and all with whom I come in contact has been greatly improved.

126. Better communication development with other help or health agencies.

127. My ideas of communication have been changed.

128. Better able to approach patients and have better understanding of their problems.

129. Being kind, considerate and understanding has helped in all parts of communication with fellow workers, patients and the public.

130. Increased my understanding at other departmental activities.

131. As receptionist, being kind, patient and understanding of the clientele, taking time for him to explain his problems. Explanation of terms on the level of the person listening.

132. It gave new insight into how and why patients and employees have various ideas toward the same problem or techniques.

133. I feel to review situations has helped us to stay aware of how others may react to your sayings and actions. The programs helped to make me more alert and conscious of your good and bad behavior.

134. I am sure it has made me more aware of situations that may arise--to be reminded of how we should react.

135. Helped me to better understand the work of the health department.

136. I try to have a good work performance at all times. Our department has a good staff, but sometimes a person needs to be shown the mistakes.

137. Most things are still the same although we are trying to communicate more and have a suggestion box.

138. These were brought back to mind when perhaps these had slipped out of the group.

139. It gave me a different approach to the public in discussing the general work of any job.

140. We all have to work together to get a job done.

141. Talked less and listened more.

142. Increased my awareness of listening techniques with patients. Increased understanding of the jobs of other staff members.

143. If I understand a person's attitude toward a particular subject then I will know how to proceed with educating toward better health practices.

144. The different ideas and approaches to subjects was most helpful.

145. I have been able to take more time to explain in the patient's language the points I am trying to get across.

146. Thinking before doing as to which method is best.

147. I was already using some of the techniques suggested in the programs; however, I did learn some new approaches.

148. When unable to help a person with a marital problem, I followed through in getting them to Family Service.

149. Enabled me to be more tolerant of others' problems.

150. Feel better able to better general public to departments which might meet their needs.

151. Better understanding of others and their views on different problems, etc.

152. By determining what culture some of the patients might have because of their environment and to think as they think.

153. Made me more aware of a need for communicating with patients and co-workers.

154. More appreciation for other people's opinions.

155. I have realized even more how important our public image is. Admitting my mistakes, being sincere and fair at all times.

156. I feel that I am more tolerant in dealing with others and try to understand the other person's point of view.

157. I saw more that pertained to laboratory work.

158. That I should spend more time with parents to try to understand their problems.

159. I do more thinking before I do anything.

160. I am trying to be a better listener and also understand very much why people have the attitudes they do and be more tolerant.

161. I am more anxious to know what other members of our staff duties are and where information on various subjects may be found.

162. I have many hard to reach patients. I tried to let them to plan to come at their convenience if at all possible.

163. I have used a listening ear more effective, I believe.

164. I cannot relate to you any specific example. But the knowledge I received is kept in mind when working.

165. It helped me in understanding patients coming in for services of the health department.

166. I have tried to communicate more effectively both with clientele and fellow workers.

167. This program made me understand how to communicate better with the people that I came in contact with.

168. It has helped me improve my attitude and approach to people when offering the services the department has to offer.

169. We need to be reminded every once in a while of our behavior toward the public.

170. I feel that a closer relationship between department heads is more appreciated and understood than previously.

171. The program has helped me to be more aware of using skills which were learned in the past, but not put to use regularly.

172. It gave me some new lines of thought.

173. I try to serve the public to the best of my knowledge, but the programs did give me some new and good ideas.

174. As the result of the program, I am very careful how I treat other people and I try to make the same mistakes only once.

175. Approaches from just a little different angle with some people.

176. I think that knowledge obtained has helped me to have a better attitude in dealing with people.

177. Any information is always helpful and both the program and bulletins gave some very good information.

178. I think it has caused better communication of the staff.

179. Be more observant; listen more; find out patient's wants.

180. I try to be more patient and thorough in explaining a point or trying to change a preconceived attitude.

181. As a result of the Continuing Education Program, I am more aware of the need of supporting public health with my best working ability, because I feel every human being is a very special individual and deserves the best of medical advice and attention.

182. It has helped especially with my communication with clientele.

183. I have tried harder to get along with all the staff members. I have also tried to understand them much better.

184. In different situations presented on the TV programs, the approaches and techniques were very helpful to me in dealing with the public.

185. The ETV programs and discussions gave me a better understanding of the problems of the other disciplines in the department.

186. It has made me realize the need for expressing my opinion in good discussions.

187. It gave me new ideas and suggestions in handling the problems that arise currently in my work.

188. It helped me to be able to meet the people better. How to ignore people's first impressions.

189. It helped me to understand new and different approaches that makes my work more effective.

190. Methods of solving problems that arise with patients or co-workers have changed greatly. I think one exact example would be: When I go to instruct a patient to follow a specific diet, I am always very careful to explain why this diet is important to this individual person.

191. Much of the material was really a review of what nurses have been taught, but I believe the ETV helped reinforce points which we seem to overlook in serving people.

192. Had better relationships with other staff members and clientele.

193. It helped me in proper use of telephone. It helped me to better serve patients by understanding their needs.

194. In staff conferences to improve interpersonal relationships.

195. I realize now that the impression the public has begins with me as a clerk. After watching the ETV, I know that it is important to meet and greet people with a smile.

196. In group discussions it helped with an exchange of ideas in approaching local problems.

197. I learned it was best to encourage the person to talk more and express his own problems.

198. My honest opinion is that I feel there was some knowledge gained on my part, but not as much as I should have.

199. Understanding patients and personnel was the most significant factor in the ETV series. It gave a depth to the meaning of actions in the department.

200. I feel like I can understand other people's problems; that their way of life affects their thinking.

201. It renewed my awareness of proper use of knowledge and approach.

202. Better interviewing technique obtained possibly. More aware of interpersonal relationships.

203. In discussion groups, other personnel's problems and how they were handled help you in some manner or decision.

204. It has enabled me to better cooperate with fellow workers because of a better understanding of their work and problems.

205. The discussing periods have given me a better understanding of the total department program and some of the many problems that each section has.

206. In regard to working with people who have difficult personalities.

207. It helped me to realize more the meaning of group discussions and relationship and helped me to realize the value of bringing out opinions from members who tend to stay out of discussions.

208. Communication--department news letter started; disciplines working more closely and renewed efforts to understand behavior and feelings of fellow workers.

209. Was able to better understand the interest of my patients. Had a better understanding of myself.

210. Mainly along the lines of communication.

211. It was really a good beginning and review.

212. Our district is continuing to discuss various problems common to all personnel in better understanding work relationships.

213. It has made me stop and think, but I hope I had been practicing these ideas. I do feel that a group has much to contribute to the others in ways of their ideas they share on some of the subjects.

214. This improved my attitude toward the people I work with.

215. I have tried to listen to clientele and fellow workers more closely so that communication really takes place.

216. A great deal of visitation is necessary in my work and some of the approaches and techniques have been most helpful.

217. I really do not know how to answer this, but feel ETV made me remember techniques or approaches I had forgotten or had not used for sometime. We formed discussion groups and brought up some interesting points.

218. More awareness.

219. Instead of stating a law or regulation and advising a person that he must comply with it, I now take more time to explain why the law of regulation is necessary and how it may be beneficial to that person.

220. To be a better listener and to try to understand why some people react as they do.

221. Cannot relate specific experience, but was able to use some knowledge gained.

222. I learned about the different disciplines of the health department and in the group discussions. I had an opportunity to talk together with others about the problems that come up locally.

223. Keeping cool in the face of opposition helps give the public a better impression of the health department.

224. It made me more aware of my approaches to my patients.

225. It made me more aware just how much we are in the public eye.

226. Using time wisely.

227. I have learned to listen to other people and try to understand their problems and their viewpoint.

228. It helped us to evaluate our programs and working relationship again.

229. Getting better information from patients in the department. Made the patients feel more at ease. Home visits are more interesting as an Immunization Aide.

230. I was able to see some of my mistakes more clearly and have been able to correct them.

231. I feel that the program on "Communication" makes each of us aware, when problems come up, of our responsibility to help each other.

232. As a trainee the programs were very helpful for me.

233. I can approach the public better with more understanding.

234. I am a better listener. Learned more about what is going on in other departments.

235. Learned better how to talk with people.

236. I think the techniques in nursing and home visiting taught us by our supervisor was excellent.

237. I try to be more sincere in dealing with others in my daily work.

238. I try to be more helpful and more sincere in my dealings with others.

239. Improved in methods of personal and telephone contact with patients, etc., coming into department and calling in.

240. I think I have done more self-evaluating to see where more improvement is needed in my work.

241. To understand work and benefits of other disciplines.

242. Considering the other person's viewpoint.

243. Forming public opinion; personality habits better established.

244. Better understanding and approach to public health.

245. I learned to listen.

246. I learned new approaches to problems from other staff members during the discussion periods.

247. Understand better some traits that should be improved.

248. I feel that my work performance in general was improved through further knowledge of public health as a whole.

249. Better approach with patients and co-workers.

250. It helped me understand the necessity for involving community leaders in community projects.

251. Courtesy to and interest in those we work with and serve is more important and this was emphasized forcefully in the course.

252. It is difficult to think of specific examples, but feel that this helps us to be more aware of needs, etc.

253. Remembering to consider others first.

254. My approach to obtain cooperation between patient, parents, public health nurse and myself was improved.

255. Some new approaches and techniques were noted.

256. It is always good to have the opportunity to learn how others approach the problems we face in public health.

257. Have used techniques of following through when giving directions, information, etc. to be sure person requesting help fully understood.

258. In intra-agency relationships.

259. Interpersonal relations discussions helped my relationships with employees throughout the building.

260. Better relations.

261. To use different techniques in interviews and approaches to patients.

262. I have tried to improve my approach in dealing with patients and coworkers.

263. Yes, the series gave much knowledge and ways to approach persons which I have used in my field.

264. Just in talking with people I was helping, I was constantly aware of what I was saying, how I was saying it and trying to figure out how the patient was reaching to me.

265. The biggest single help has been remembering that you should expect to be misunderstood. I try to repeat and get the person to repeat so that I am sure they understand.

266. I became more aware of behavior.

State Board of Health Participants

1. Communication has been used more and worked quite well.

2. It has helped me to acquire a better knowledge of what goes on in the Laboratory Division and how important the work is.

3. I have informed people from my home town about the work done by the State Health Laboratory so that they have been able to take advantage of our facilities. I have learned to understand the importance of speech communication and have become more considerate of the speech problems of my workers. This helps in following and relating working instructions.

4. It improves the technique of communication.

5. I have tried to be a better listener and this has been helpful.

6. A major part of beneficial information derived from ETV: I now automatically assume that I will be, initially at least, misunderstood. This concept has, I believe, assisted me in my dealing with people.

7. I say "possibly" because I do not--clearly--see examples.

8. Sharpened ability to listen.

9. Asked for better communication and cooperation in order to improve work performance.

10. Improvement in communication.

11. Most of us were familiar with the ideas presented. The chief value was in emphasis on fundamentals.

12. I think the one biggest impression made on me was to always try to understand and/or appreciate the emotional, mental and physical condition of your communicants. Perhaps the best program in the series for this was the one presented by Miss Elizabeth Reed.

13. It made me more conscious of trying to be helpful to outsiders calling or coming in the office--I was also more aware of trying to make a good impression on others which might reflect on the office or health department.

14. Perhaps some points on communications may have helped.

15. I think I am more conscious of listening.

16. Particularly in dealing with the public and answering the telephone.

17. Thinking of other people first.

18. The understanding that criticism can be a constructive tool in the needs of the laboratory has made me more patient in listening to others. Encouraging communications has helped to bring closer relationships with others.

19. The Continuing Education Program helped me to be a more efficient worker.

20. The group discussion opened channels of communication. Increased understanding, led to increased cooperation on an individual level.

21. I have a better understanding of how much (or how little) the other fellow knows about what I am doing.

22. Greater multidisciplinary problem-solving.

23. Particularly in leading a group discussion.

24. To alter approach for a better public image. To cope with all problems from an indifferent attitude and too many more to mention.

25. I feel I am more at ease and able to participate in group discussions than I was before.

26. Tried to learn more about the different departments.

27. Better and faster service.

28. Have group discussions.

29. I try to be pleasant when I do not feel it and be tolerant of others. Develop patience, tact and poise. Be more independent.

30. Emphasized the importance of communications.

31. I feel that employees as well as employer is more courteous toward each other. In this way, attitudes toward work assignments are much better.

32. My work performance was improved because after enjoying an early morning relaxing hour, it shortened the day's work (a boring routine on some days).

33. It helped understand individual interests--only one responds in one way to a situation and another will respond entirely different. How environment helps individuals.

34. It has helped me to better understand all types of public health workers and what makes them behave the way they do.

35. I am trying a more friendly approach to the people I deal with and find that I appear to be welcome every plant I go to.

36. No specific way other than the fact that now I am more aware of the other person involved in any conversation.

37. Improving my way of meeting the public and answering the telephone.

38. It made me wonder if I was getting the best out of each different type person. I have made an effort to practice some different approaches. I think I can see that some attitudes and performances are better.

39. To be polite over the telephone and generally try to be helpful.

40. It helped me to try and do my job better because we are working for the State of North Carolina who pays our salary. The taxpayer, so therefore, we must treat them as our employers.

41. As a subordinate clerk, I felt I could be more helpful in answering questions and outlining procedure (in my own section).

42. My particular group is very cooperative.

43. In being courteous and thoughtful to others, they so often are helpful toward you; therefore, work will be gotten out more quickly.

44. The one program which did apply to clerical workers gave very fine illustrations of our public image and also showed how our image could be improved.

45. In dealing with fellow workers, I have learned to try to make myself understand their point of view also.

46. I feel that taking part in discussing health problems in a small group helps us more to speak up and express ourselves.

47. I meet new people and learned a little bit about how their work is related to public health.

48. To understand problems of others more fully.

49. To understand problems of others more fully.

50. Attitude, my personal relations changed.

51. Telephone technique, consideration of the "other" employees, desire to be of real service.

52. Some good information was received on how to deal and work with people.

53. I now try to visualize how I as a health department representative appear in the eyes of those I serve, both inside and outside the office.

CHAPTER IV

EXPLANATIONS GIVEN AS TO WHY THE PARTICIPANTS WERE NOT ABLE TO USE ANY KNOWLEDGE, APPROACHES, OR TECHNIQUES SUGGESTED IN THE PROGRAMS TO IMPROVE WORK PERFORMANCE

Local Health Participants

1. I make every effort to be polite, courteous and helpful at all times.

2. We were already using most of these techniques.

3. We all work to the best of our ability.

4. I do not see any changes.

5. I feel that the programs gave you an insight to your own personality and how to adjust to the personality of others rather than techniques to improve work performance.

6. It did not deal with medicine forms.

7. Did not effect work performance since my program is independent of health department.

8. I feel that most of the time I have done my work to the best of my ability and therefore even a change in attitude or approaches would not make much difference.

9. I feel that I was already using the methods and ideas suggested.

10. I have already been using these methods in my work.

11. I was familiar with most of the material presented. It served as a refresher and did provide an opportunity to discuss these subjects openly.

12. I do not think that it has effected my work performance or did the programs deal with it. I think that it dealt more with personalities.

13. I feel that I have been using these methods in my work.

14. I was already doing my work to my best ability.

15. Doing best I can.

16. More technical advice needed.

17. Only saw one program due to fact that they had to be viewed at home and prior obligations presented further participation.

18. Only saw two programs--however had our staff been able to participate fully--it would have been more helpful.

19. It would have been more helpful if I could have seen the other programs.

20. I am new in public health; therefore, I had spent time and effort working on my approach and techniques. So the Continuing Education Program did not help me as it might others.

21. Interpersonal Relations does not relate directly to my work except with my fellow workers.

22. I only saw two of the programs and I did not get the full benefit from them.

23. This was just a refresher course of techniques we know and have been using.

24. Manual should be fuller and cover subject more thoroughly.

25. No new knowledge--no new approaches were offered to help in my work--most of the ground covered has been covered in workshops and meetings I have attended through the years.

26. I feel the programs were a little elementary for public health nurses. The manual supplied excellent topics, but the promise was not fulfilled in either TV program or the group discussion.

27. I feel I was already aware of the proper behavior for a secretary.

28. Many of the approaches or techniques were already in use. I feel that I already knew most of the information.

29. There was no new knowledge, techniques or approaches offered.

30. I think the nurses that have been in public health for several years have learned much of this previously.

31. Perhaps I was unable to attend enough of the programs.

32. The situation was forced--stereotyped program. Discussion periods were not open and free to have all problems discussed. No attempts were made to put everyone on an equal level. Some people were allowed to sit outside the group; therefore, putting the rest ill at ease.

33. No new techniques were introduced. Programs reinforced what we already (or I knew, but it doesn't hurt to be reminded)!

34. I feel it is always good to review the things mentioned in question 34. Most of them I feel I already use and I like to learn of new ideas.

35. I think we had already had most of the background given in the programs, but it always helps to renew ideas and techniques.

36. No new methods were used. The thoughts were merely brought to our attention and memories refreshed.

37. Most of the program was not related to my work.

38. No is closest answer, but it was a good review of desirable techniques of dealing with people. I believe I have been using these principles already.

39. We were only allowed to watch three programs with constant interruptions so I really do not feel that I can fairly judge the programs. Also, no one from this department was allowed to go to leadership training program.

40. Already using method shown on ETV.

41. The ETV did not provide me with any knowledge, techniques or approaches that I did not already know. Previous seminars, correspondence courses and actual experience helped me more than anything.

42. I do not feel the program helped me.

43. I did not recognize any suggestions made in the programs.

44. Already know the material from UNC, SPH.

45. I was aware of the techniques suggested.

46. I felt like several of the programs overlapped too much. The introduction was too long. I feel like most of what we had was a review.

47. The problems I have as yet have not been covered by this program.

48. Possibly just my attitude. I cannot really say it helped in any great way.

49. It is hard for me to judge my own work performance, whether it improves or worsens. I just cannot notice any change.

50. I do not feel that anything was new.

51. The knowledge, etc., was basic and true; however, it was more of a review of previous workshops, programs, etc. that have been presented at NCPHA conventions, etc. It was on more of an individual basis during the group discussions.

52. It was too basic.

53. I feel that I was doing many of the suggested things before I saw the programs.

54. I had learned to use these approaches when I was in school.

55. Too general. No true situation. It is so different when we get into the home situation. Why don't you have an actual candid situation approaching, if possible.

56. The program offered to me no new approaches. This may be because I am a recent graduate.

57. Seemed as a reminder of things I was already aware.

58. I do not think this program helped me in my work in any way at all.

59. I do not think these things are done overnight, but I'd hope I would not be anything but nice to the public.

60. I try to perform to the best of my ability and saw or heard nothing that would cause me to do differently or was unaware of anything.

61. Waste of time!

62. So many duties I perform are routine and the approaches and techniques were established long ago. Performance at a high level.

63. Nothing in ETV manual or discussions was different from this department's usual procedure.

64. I did not receive any new techniques or ideas through this series.

65. I had just gotten out of school last year in which all this and more was covered. Review in how to work with and get along with other personnel and public.

66. This I have tried to do all along during my 28 years of service.

67. Our discussion topics never materialized and nothing yet has been done about our suggestions.

68. No new information, only back-up material.

69. With the work load we have and the pressure that is put on us, the above as I see it, does not help.

70. My work performance had been set at UNC; therefore, the program did not play a major part.

71. To answer these questions yes or no are too positive or too negative. It does not give a true answer.

72. The information presented had been learned years ago while a student nurse in New York.

73. With my training and experience, I did not think these sessions necessary.

74. My knowledge, approaches and techniques have been acquired over the past years working with private industry where your attitude had better be good or else---

75. Because everything in the series was too general in nature.

76. The ETV programs were review; therefore, I have been using knowledge, approaches and techniques before ETV.

77. I believe I had heard most of the information before.

78. I have always tried to work to the best of my ability.

79. Found very little to actually improve my work performance.

80. I feel my work performance is satisfactory; however, I think we can always benefit by continuing education. We only saw the three films.

81. My attitude was already good.

82. I use the same approach I have always used.

83. I was accustomed to working in the manner in the beginning.

84. Because I was unable to attend the two that would have brought about this.

85. My work continues routine generalized programs, have not realized necessity of any changes yet.

86. Nothing seems to fit my situation.

87. I do not feel that the "knowledge approaches, or techniques" presented were explicit enough to apply.

88. Just a review of things I know.

89. The techniques are not really new. Some new ones would help!

90. Did not apply to my situation.

91. My working performance was not significantly affected.

92. For the simple fact that most of the knowledge obtained from this program was previously known or could be derived from common sense for the most part.

93. Already using them.

94. Nothing new was offered.

95. I feel I had already learned and am using the approaches and techniques shown prior to ETV.

96. Most of techniques or approaches were not new, but it does not hurt to be reminded from time to time.

97. I saw nothing new.

98. I was already aware of all the techniques that were mentioned and try to put them into everyday use.

99. I had already been exposed to all I had heard on TV and was already applying the knowledge, approaches and techniques.

State Board of Health Participants

1. My work performance deals with tests and the continuing education series did not deal with actual work, but more with relationships among people.

2. Many of the ideas and techniques were not new--have been using them in daily work for years.

3. Do not believe program presented anything to me that was really new.

4. Mostly a repetition of knowledge acquired through years of experience.

5. The ideas were fairly elementary.

6. I cannot tell that anyone is doing any different than they were before the ETV series as far as work performance. I think they (as well as myself) should, but this is my honest opinion.

7. The material was more beneficial to the field worker.

8. I feel that most of the principles that were contained in the series had been previously impressed upon me in the course of my education and training. The reemphasizing of them, however, could have affected my performance in ways that I do not fully realize.

9. As stated in number 33, the approaches and techniques shown in the continuing education program were already being practiced in this office.

10. Am unable to see where such suggestions are applicable to improve my work performance.

11. I was already following principles brought out so cannot credit course for this.

12. I think my discussion group missed the point of the program. Each session was unenthusiastically attended because most in the group tended to take a short-sighted approach to problems and the discussion leader promoted this idea. Instead of discussing general topics and making suggestions to effect long-range changes in policy, attitudes, etc., relating to public health, the emphasis was placed on what I think was a more short-sighted concept, that of tailoring the individual to meet the old concepts, a general "don't rock the boat" attitude. So, recommendations tended to follow plans for self-improvement which, like New Year's resolutions, are soon forgotten.

13. The studies had nothing to do with my job.

14. It did not relate to our technical work.

15. I have always practiced good interpersonal relations and this program did not tell me anything to do that I was not aware of and so it has not really helped a whole lot. I can see where it would and could help others in a lot of instances.

16. I do not really need them in my job. I work mostly alone or with one other person.

17. Some of these things related to what I as a consultant try to get people to practice all the time anyway. I am not saying I am always perfect and practice what I preach, but usually I hope I can tell when I have violated my own principles.

18. I did not learn anything new.

19. There was nothing particularly new learned.

20. If there has been improvement, it is overlooked in my self-analysis. I doubt that one series of lectures could alter work patterns of many.

21. Approaches, knowledge and techniques were already being used.

22. The ONE I saw did not give me enough information to use with my particular job.

23. That which was conveyed is something that most of us with ample experience have been exposed to over and over. I observed no new suggestions or innovations for improvement of my work performance.

24. My attitude is the same.

25. The knowledge, approaches and techniques suggested in the series of programs has not helped to improve my work performance because they were the same ones I was taught in school and already used.

26. We have been using the subject matter presented on ETV for years in our work. (Practices and techniques were taught in school.)

27. The work performance in my office has not benefited by the Continuing Education Program because I learned no new information that I could apply to my job. The program was on a high school level and had good points, but not new information. These interpersonal relations and getting along with others should be learned as a teenager, not after you become a public health worker.

28. I felt the program was directed more to secretaries meeting the public. I do not deal directly with the public.

29. There was nothing that was brought out in the series to improve my work performance.

30. I feel it did not apply to my type of work.

31. In eight weeks I have forgotten all approaches and techniques.

32. People in my department have a negative attitude.

33. I do my work the best I know how under such conditions as my office has and I still do the best I can, as I always have.

34. Because it did not apply to my job.

35. Did not apply to my job.

36. I do not work with the public often. Also, I was already familiar with most of the concepts presented in the interpersonal relations series since my degree is in psychology.

37. I think the ETV programs were designed more for professional people and were not down to earth enough for the average employees. I think the one on Public Image was very good, however.

38. I try to perform my duties efficiently and also assist others. This I have done and would have done whether or not I had participated in this program.

CHAPTER V

EXAMPLES OF HOW THE PARTICIPANTS FELT THAT PARTICIPATION IN THE CONTINUING EDUCATION PROGRAM RESULTED IN POSITIVE CHANGES WITHIN THE LOCAL HEALTH DEPARTMENT OR STATE BOARD OF HEALTH

Local Health Participants

1. It started the stimulation and motivation for more education.

2. It made us realize we should always strive to improve our services and relations for and with others.

3. It allowed us to realize that we certainly need further education and it stimulated interest in educational programs for our department.

4. The program stimulated educational interest in the department and made us all realize we need more.

5. Clerks help sanitarians more because they understand some of our problems brought about in discussion session.

6. It has helped the staff to understand the nature and problems of each other's work.

7. The programs helped most of us understand each other better; therefore, leading to a better and more effective job better done.

8. Greater interchange of ideas.

9. We have become aware of ourselves as shown in some of the programs and are taking a step in the right direction toward changing some of our unattractive habits. We have been told how to have better relations with our co-workers and are making an effort to do so.

10. There had been some discord in the health department. These programs helped us see our mistake and then has been more harmony in the department. It has made us more aware of our response to the general public.

11. There was discord among some of the staff members. Some of the programs were very beneficial in helping improve relations.

12. Better understanding of our fellow workers' duties, etc.

13. It brought better relations among the department.

14. Understood another workers' ideas in different light after listening to her in our general discussion, thus improving our working relationship. Do not feel there was an overall change in our department, but we are more aware of each other's feelings.

15. Everyone seemed to enjoy the speakers and some people even were prompt. 8:30 A.M.

16. Due to these programs, I think our department recognized the usefulness of group conferences and now we are having more staff meetings.

17. The entire group was informed as to contents of study manual and programs. Group participation in the discussions promotes positive feelings by involving group members.

18. Positive change among the personnel in public relations among staff by group discussions in group conferences.

19. I believe this series has helped us in the art of communicating, especially with the public. While many of the points brought out were things we were already aware of, it helped to have them emphasized and discussed. This series was especially helpful. I am sure, for those who are beginning in public health. Of course the subject of Interpersonal Relations is applicable to all phases of our daily lives--home life, participation in church and community activities, etc.

20. A lot of personnel now speak with real recognition rather than a nod, etc., there is more interest in other departments' work, programs, etc.

21. It did bring all of the disciplines in our health together for discussion and learning. This helped to improve interdepartment relations.

22. We got to know one another better.

23. None noted except immediately following program.

24. We consult other members of our health department more than we ever did before the program. Answering questions to the public has become less difficult.

25. The ETV programs gave the group discussion a time to learn about each department and their problems.

26. I think any time you change, the conditions existing are placed in a new perspective; therefore, as a part of a department, some change is rated because as a result of your change a portion of the department has changed.

27. By getting the group together, I feel that it helped us become more aware of the different departments and know each other and be better acquainted that we all have similar problems and that each problem regardless of how large or small must be worked out on an individual basis and that it is important to make the public happy as well as individuals in department.

28. We tried to quit rushing, work more slowly, do what we did better.

29. Positive change in that there was a set time for conferences and all were together.

30. Giving a genuine interest in the other person.

31. More aware of one's behavior--although older workers are mistreated by younger workers. I feel this is due to change and the younger does not have the understanding that the older has anything to offer. At this point, I disagree, I feel the older has learned from the young and they still have a great deal to offer.

32. I feel the program caused some of the "old timers" to pause and speculate on their attitudes which may have become less positive over the years.

33. More consideration of roles of various staff members has been brought out through better co-operation and coordination.

34. Made workers more conscious of their responsibility to people. Better public relations. Better organization of department.

35. The main thing I noticed was that the programs did seem to draw all of our department closer together. Gave us a chance to hear some of the others' problems and find out their method of solving them.

36. A positive change as a result of better understanding of each discipline's problem.

37. I think the program very definitely gave our department some insight into the working of communications between people and from this understanding, I believe we have all made some effort to communicate more effectively with the general public.

38. Since the department is large and housed in several buildings, we got to know people in other divisions better.

39. The whole department seems to be more aware of the importance of good communication. The result has been a better understanding of our total program.

40. Several times I have heard one of the personnel refer to something discussed or brought up during this study course. I know that it has left its marks.

41. It seems several people mentioned ways of better cooperation worked out mainly by taking time during discussion to talk about it. (Seems staff conferences had been mainly on other subjects.)

42. We are all aware of what the others are thinking. It gave us all a chance to air or discuss our views.

43. Better cooperation, attitudes toward personnel improved, tolerance in situations, trying to improve public image and patience with fellow workers.

44. I have always been impressed by the competent staff of this health department; however, the program has seemed to make everyone more aware of their duties and performance toward the public. In the past year, a full time clinic nurse has been employed. This has given room for great improvement. The clinic is running smoothly, the supplies are well stocked and everything in its place. The program has given us a chance to see ourselves as others see us. I am looking forward to more programs.

45. I felt that because we were all viewing the TV program together the discussion was extremely meaningful! We all brought our ideas together in the discussion period that will certainly help us to know that each of us can improve our public image and work better with each other and the patients. Just getting together and bringing some of our problems out in the open has helped to bring us all closer together and to work more effectively.

46. General discussions in a group made for better understanding among staff members.

47. The privilege of learning together creates a healthier attitude and better understanding of material presented. All staff members appear more conscientious and more cooperative in planning and working together. The discussions served to make me more conscious of applying previously acquired information and techniques.

48. I feel that the department works very well together. We all seem to be more aware of our public image and have tried to improve it.

49. We were able to sit down together and discuss how we can work more effectively.

50. Our department had very few of the problems brought out by ETV and therefore we see less results. We are all more conscious of each other and have the ETV to refer to when a problem does arise.

51. It helped us to see ourselves as others see us.

52. Our department has a small staff and we have good cooperation among our membership. I am sure the ETV programs have been helpful in reminding each one of our behavior and attitude towards our co-workers.

53. I know people will talk if your product is sold to them correctly. They will cooperate if you really can get them to know why. Our small group has always had good positive attitudes and perhaps it helped us relate how important it is to continue to serve everybody to our best ability.

54. Learning special vocabularies used in other disciplines was of benefit in communicating.

55. I feel that as a result of our group discussions we were all made more aware of the pressures with which our clientele faced along with those of the clerical staff. As a result, we are hopefully more patient.

56. Being more courteous to each other and speaking kindly to each other and less griping.

57. Interpersonal relations helped employees to understand each other better.

58. Improved ability and willingness to discuss problems.

59. We put forth a special effort after the program in public relations.

60. In a department as large as ours, there is value in getting together to discuss staff and agency procedures, problems, etc.

61. Disciplines are more tolerant and understanding of each other. (We introduce secretaries to visitors--not just nurses) One discipline did not participate as much as the others and there was a general feeling that they thought they were better than the rest or did not want to learn because they know it all (Environmental Health). Made us generally more courteous to strangers (front desk) and each other. Only discussion between some disciplines.

62. Better communication between public health nurses and C & Y Nurses, between Public Health Nurses and Secretaries.

63. Better communication between interdepartment disciplines.

64. I feel that this program has provided better preparation of health department personnel for their independent and team responsibilities.

65. We all got together at the same time. We had participation from our environmental health staff.

66. Personnel used the opportunity to verbalize their feelings and lack of communication between certain divisions of the department and administration.

67. Definitely positive mainly in that it brought working units of different natures together thereby creating more understanding, etc.

68. Made us realize we need more interdepartmental communication.

69. Brought individuals from various disciplines together for discussion. This helped the employees to become better acquainted with each other and to understand some of the problems that each individual job contains. This helped everyone realize that there might be ways that each could help make the other's job run smoother.

70. Those who accept things with an open mind and are eager for improvement benefited, I think, but those who accept no changes, either for better or worse and the only way is theirs were not helped.

71. Reminded all of need to understand each other and to be considerate of each other's feelings.

72. Better cooperation.

73. I think we now communicate much better in the department.

74. The program brought about positive changes in that it was another reminder of the problems of human behavior.

75. I feel that it brought about better understanding of how to work together. Made us more aware of other's feelings.

76. Some people will never change attitudes or put forth an effort to improve communication, cooperation, or any other interpersonal relationship. Those who have and will continue to have open minds have produced many positive changes in: congeniality, understanding, sympathy and tolerancy, eagerness to discuss problems and arrive at specific solutions or positive actions and made an effort to understand a person's viewpoint contrary to their own.

77. It was very realistic to our department. We could picture ourselves in some of the skits; therefore, it made us realize our mistakes and try to correct them.

78. Methods have changed toward filing and toward the general public. But still there is always one person who wants nothing to change in order to help everyone else concerned. There will always be NEGATIVE ATTITUDES.

79. Enabled new personnel to better understand the public health program and should serve as a basis for further understanding as specific programs in other areas are developed and explained.

80. Just by getting the whole department together and talking shop talk did as much as all the programs did.

81. Better approach to public on people coming into the health department. Showing respect for those we work with. Appreciating each person's job and their responsibilities.

82. The staff had a period when they could discuss and learn more about each other's jobs. Several of us suggested staff conferences which never came about, but we felt this would benefit the working relationship among the staff.

83. The programs reminded us of the fact that we are dealing with the public and should remember this in words, actions, and deeds.

84. I feel we all got to know each other better and have a better understanding of each other's jobs in the department.

85. My contacts with the staff are limited and the meetings with them were helpful in just getting to know them.

86. It has started people to talking and thinking along lines previously left out or not included in their daily conversations and actions.

87. This is a hard question to answer since changes are slow in developing--whether it is in one's self or in staff personnel. I do believe that TV education relating to behavior attitudes, interpersonal relationships, behavior science will eventually change attitudes, thinking and will produce better fellow workers. I would like to suggest that someone like Dr. Saul Levine at Harvard, Professor of Behavior Science, be used on one of your television programs because he uses skits and other visual aids in teaching.

88. There has been very little difference in behavior or attitude since the ETV sessions except perhaps some improvement in the attitude of personnel toward the general public with an increased attempt to be more helpful and less rude.

89. It brought the department together for a short period of time and allowed a closeness to develop. It would make approaching another department head easier.

90. Better consideration and courtesy displayed.

91. It is possible that my definite bias in favor of continuing education for public health workers may contribute to my thinking, but I feel that those working closest to me must have improved their attitudes toward and their handling of the public. I think we have improved our image. I can think of no negative changes.

92. The program and group discussion afterward gave workers in our health department a chance to know each other better and knowledge of the problems the nurses, dog wardens, etc., encounter.

93. I liked the program very much. I did hear and see some of the comments and remarks begin after the study discussions were over; (whereby), a person did not contribute to the discussion in front of others and remarks and ideas were expressed after leaving the room. Some did not want to accept what there was actually being shown at the session as I think it hit close to home.

94. In general, in our group, I don't think there was over two who did not participate actively.

95. Changes were generally toward increased communication between disciplines. Several "old mules" too stubborn to change wanted to know why they are forced to go that "stuff".

96. At these group discussion periods, we met with someone from almost every department of the health department. It is comforting to know everyone has the same problems!

97. I do not really see any changes in the department. Group discussions may have helped better interdepartment relationships.

98. Maybe close relationships and better understanding established.

99. Younger members of staff have shown definite changes in attitudes toward others.

100. It gave our employees a better understanding of their positions and a better understanding of their relationship to the clients whom they serve.

101. All of us were more aware of trying to communicate with each other as well as with those we serve.

102. It brought about positive thinking about our attitudes and behavior and I hope improvement.

103. Better understand each section's duties. Closer relations.

104. The program probably helped, but there is not anything you can put your finger on because we had/still have one of the most congenial health departments that I have ever seen.

105. More consideration for individual members of the staff.

106. There is better cooperation and communication of all members on staff in my department, although I feel that there has always been a very good relationship among the staff.

107. Each department seems to understand the other departments better.

108. There has been no change in our health department.

109. This gave us a chance to express our ideas and views together.

110. Answering complaints in a better manner.

111. The program as a whole helped us to visualize ourselves as others see us and therefore made us more compassionate both toward each other and the general public.

112. I learned to know some of the people in the department better and I feel this was true of the others.

113. I feel we all benefited to a certain extent. I hope the future programs will be more interesting than the last ones.

114. I think it made awareness of our behavior and attitude.

115. I think their program has helped improve our relationship toward each other.

116. I think it helped our health aides attitudes.

117. This program encouraged all of us to express our views openly and this, alone, I think improved the relationship of our entire department.

118. Everyone is closer; enjoys working with each other.

119. All of us tend to try to work more closely with each other.

120. One means of getting staff together for a meeting of common interests.

121. I can see little change except for the fact that we realized we do not know enough about our co-workers' work.

122. Made us all more aware of importance of good intrapersonal relations.

123. I think it has caused us to work together better.

124. In our staff meetings, we now have people from their respective positions give a report of just what they are doing and we keep up to date on what is going on each department.

125. I have not been aware of any great change.

126. It brought to focus what could be constructive changes if followed.

127. I feel that in most health departments, the staff worked together more effectively as a result of discussion sessions.

128. Awareness of our public image and the importance of communication with the people in our county.

129. Improvement in attitudes and work performed.

130. We decided to have periodic staff meetings to work out problems. We had one meeting which summed up to a helpful event.

131. I think all health personnel have seen that "public image" is important.

132. I think it has made us all more open-minded and more willing to try new approaches to problems.

133. It helped us to realize the problems we have that we have not been aware of before.

134. A great deal of thought is being given to communication.

135. It helped to acquaint many members of the staff with many others. It helped us to understand some co-workers attitudes (by discussing them).

136. Better communication appears evident between individuals and different members of all department.

137. One outgrowth of program in my department we have a newsletter.

138. We started a newsletter.

139. Stimulated the establishment of a monthly newsletter for the health department.

140. The program helped the worker to know each other better and to understand each other's work better. We now have a newsletter to keep us informed.

141. One change which was probably a result of ETV was a staff newsletter.

142. We now have a newsletter of the health department that helps each of us know what is going on with the other people who work here.

143. Brought a lot of problems out in the open.

144. It is good for personnel to get together in meetings, anytime.

145. The contact with employees other than nurses was good.

146. I believe it helped the staff to become better acquainted on the interdisciplinary basis. We better understand what others are doing. It has brought about more effective communications.

147. Courtesy, Sincerity and More attentive to persons talking.

148. There has been a little more interdisciplinary discussion.

149. It has brought about a newsletter about the health department and personnel changes and activity. I feel it also let some of the personnel have an opportunity to express their opinions.

150. I think the program made us aware that we are not always courteous to the public, although we do not mean to be discourteous. I think that as a result of one of the TV programs most of us are more courteous to the public.

151. In attitude of some, gave some positive thinking. Made a good impression on some and gave them an opportunity to speak. There are always some who are outspoken, in some cases, gave them a lee-way. Made more tolerant.

152. In the discussion groups, there were good ideas brought out, but that is as for as ideas developed as a group.

153. I think the people with a good attitude and outlook on life have a better one now. However, the "frowners" still frown. The ETV programs are good if you want them to be. If not, they are of no value.

154. The discussion periods seemed to make the entire staff more aware of what the others are striving for.

155. Our department is small and there has not been a big change. Of course, I think we are aware of the problems more since watching the ETV program. We try to understand the people that we come in contact with more.

156. I feel there is a better relationship with the various departments of the entire health department. Each one seems to have a better outlook.

157. I think that getting our group together for discussion was very beneficial as most any part of the program. It helped them to work together.

158. I think the department as a whole are trying to better understand the people we deal with and to give the best services possible.

159. Helped organize and helped staff members work together.

160. The Department seems more aware of this personal image. I feel that we may be more understanding of the patient and truly trying to fulfill the needs of our clients. Everyone seems more aware of the importance of Good Communication.

161. More togetherness with different departments.

162. More communication together.

163. Each department is learning more about what the other departments do.

164. I believe Communication between staff members has improved to some degree.

165. I cannot think of any examples regarding changes in the Department other than the ideas for more staff conferences.

166. I believe the program has drawn all my fellow workers to appreciate their own individual duties more.

167. Some who had never worked toward public health before had a chance to see where patience and kindness could be appreciated.

168. I think it caused all of us to reevaluate our jobs and ourselves and by doing this becoming more tolerant with one another.

169. Made us more aware of each person's responsibilities and other influences which may affect actions.

170. Department aware of such at same time and thus were able to discuss and exchange ideas. Hopefully, permanent staff meetings will emerge from this to continue this.

171. It has helped by the staff to exchange ideas between each department. Permanent staff meetings.

172. I believe communication is better between individuals and disciplines.

173. It has certainly brought workers closer together and a broader understanding of relative problems.

174. Seeing the programs probably made most people think and reevaluate themselves and the kind of job they are performing for department.

175. As a result of the programs, our department now has a "newsletter." We now know a little more about what is happening in our department.

176. I believe the program brought about improved Interpersonal Relations among our staff members.

177. The different disciplines are more aware of each other and more interested in what the others are doing.

178. I feel that all of us are more aware of the image we are presenting to the public and are trying to present a better image.

179. I have more respect for the work of others and their jobs. Harmony.

180. I feel a lot of conflicting personalities were brought out in the open and aired.

181. General discussion of mutual problems was good and has helped in several areas.

182. There seems to be improved communication between some individuals.

183. It brought about interchange of ideas, activities, feelings, etc., of the various disciplines.

184. Communication within our department was greatly improved.

185. It seems to me the programs made each department more aware of what the other was doing. The attitude of all personnel since I have been with the department has been very good.

186. It gave the staff a chance to get together and talk about problems that involved themselves rather than job related problems.

187. It enlightened us on many aspects which we were not conscious of.

188. In some cases, a more friendly attitude is shown. In some cases there is no change.

189. It helped the workers to look at specific problems and try to discuss ways of improving them.

190. It helped me to take a second look at myself and my reaction to situations.

191. More understanding in working with public and other departments.

192. I think it helped to draw different disciplines together. Wo do not have much contact with each other.

193. It was good to meet and talk with other members of our health department staff.

194. I think attitudes were more positive due to better understanding of each group's activities and by realizing all health department workers serve the community as a team.

195. As I said before, our health department had a good working relationship. The program, I am sure, made us think again how we could improve ourselves.

196. Hard to pin-point, but overall attitude seems to have changed for the better.

197. Helped indoctrinate me into a new job by pointing out many things I needed to know.

198. I believe that by the entire staffs taking part in the presentations and particularly the group discussions we all gained from each other.

199. It helps all of us to be more understanding of each other and patients.

200. It made us feel like we were a unit instead of working as individuals. We have a common goal now.

201. I feel there was very little change brought about by this program, but perhaps there is some better understanding of the problems of communication.

202. Closer working relationship with different departments.

203. At least it got them talking.

204. Brought many everyday problems in public health to immediate attention of everyone present.

205. The ETV programs brought about a positive change in our department in that we began to understand the interrelations of many of the problems which the health department faces.

206. I believe we are more anxious to work together and help each other.

207. It brought about a better understanding of what each discipline's job is.

208. The program made all the several discipline more aware of the different kinds of programs that they encounter.

209. It seems that each person strives to be congenial, understanding and understandable.

210. I think it brought a closer working relationship between certain personnel of some of the new programs that are now carried on through the health department, as well as some of the old programs.

211. I feel it helped in some instances, but with so many things to be done and so few to do them, people's attitude and behavior appear not to be good at times, due to overwork. I am looking forward to the study this fall.

212. Positive change noted from the interest the program generated among the employees.

213. It probably reminded us to stop and think about the effect of our actions more.

214. In some ways, I think it helped us to realize our faults more and make improvements.

215. I have observed no outward change at all except that a suggestion box has been set up.

216. I think we learned to share experiences and discuss methods in which different problems could be handled.

217. Better cooperation throughtout.

218. To listen is as important as talking.

219. It gave some people insight to their shortcomings.

220. Better understanding among the workers.

221. Better understanding among workers.

222. I think it has made all of us take another look at ourselves and has created a stronger desire to have a more cooperative department.

223. Better communication.

224. It made us all think.

225. I really have not noticed any great change. It did make us aware of some of the services and problems that others have in the department.

226. It has helped us understand each other's work better.

227. It has brought about better relationships among the staff. Giving each a clear understanding of what is expected from all concerned.

228. We have a closer working relationship now.

229. We think we have had better working relations.

230. It was a good review of closer working relationships with our department and other agencies.

231. I think the programs were informative and gave a good background for the discussions. I believe the discussions helped change behavior or attitudes more than the programs.

232. I do feel that group discussions stimulated interest in the other disciplines and communication appears improved.

233. I feel as though the TV programs were helpful in the fact that we had one common discussion topic which related to all disciplines.

234. It gave workers an opportunity to air their feelings and attitudes and to discuss problems confronting them.

235. More interesting staff conference. More participation in staff conference. Less freedom to make decisions in some instances.

236. We have become more aware of our relationship with each other and to our patients and the way we feel others see us.

State Board of Health Participants

1. It gave people something to talk about; therefore, this increased the line of communication.

2. I think the program brought about a positive change in our department because everyone is working together and there are no conflicts in our department.

3. As a result of the program, we were able to visit other sections so that we could learn more about their work.

4. Program had effect of bringing together people for an hour once a week for seven weeks. We got to know each other a little better. The programs themselves simply did not apply to us as lab workers, but some were interesting if unrelated. Topics for fall sound even more interesting.

5. I have noticed that all the workers, one in particular, have become more polite. I think the course helped us all to understand others' feelings when we try to deal with them.

6. The series brought a group together that normally do not have group meetings. Some local problems were brought out and as a group the problems are being worked out in a favorable manner. TV can be a valuable arm to education, but I certainly think the series can be improved.

7. It has helped each other respect feelings, etc., of fellow workers if nothing else. Actually not much change has resulted from this series.

8. If no other benefit was achieved, a valuable one to those of us at the Board of Health was that of obtaining perspective on the local health department where much of the program content centered itself. Criticism was voiced by several at the State Board of Health that these programs were not constructed for state workers. I feel this to be unfair since we must learn to understand the work and problems at the local level to better enable ourselves to relate the local employee and health program implementation.

9. Some of the people present at the group sessions are more friendly than before. Feed-back with references to program items (positive).

10. In the field of interpersonal relations, both positive and negative reactions occurred as a result of the discussion periods and the administration of the program sessions. This was the greatest area of change. This change, however, occurred mostly along the line of previous impressions rather than by new impressions being formed.

11. The discussion of common problems seems to draw people together--increases awareness of others' feelings--got to know more about the bottom.

12. More positive attitude in appreciating the problems of public health.

13. Prior to this question, we have had opportunity to evaluate the manuals, programs and discussion groups. I think one of the important features of the Project is that all disciplines were involved. Further, it was obvious that communication at first seemed difficult, but later improved. As stated in Number 33, we could take a look at ourselves and even in the look at ourselves and the discussion group bring out faults and criticisms. In having programs on Interpersonal Relations, we were forced to take a look at situations and behaviors we so often take for granted yet could improve with thoughtful practice. Enjoyed it! Thanks!

14. We feel freer to talk about our problems and as a result solve them.

15. Everyone who participated had the opportunity to learn more about what their fellow workers were doing.

16. I think that the discussion groups in talking about the programs have learned to know the staff from the other sections.

17. To first of all make a mental list of my own weak points and decided what to do about my weaker points.

18. Realizing that with the qualifications having been lowered for laboratory workers that this created many problems and that having people without the proper background required constant supervision of minute details, under present conditions it takes two people to come up to the qualification of one conscientious person with the proper background; therefore, a reorganization of the complete list took place in order to utilize the best qualities of each individual to eliminate many mistakes and to utilize the new equipment and facilities to the best advantage.

19. Understanding others.

20. It made us more aware of the fact that we were public servants. I WOULD LIKE TO LEARN MORE ABOUT THE THINGS THAT TAKE PLACE WITHIN MY OWN DIVISION.

21. Brought staff together to discuss mutual problems. Gave employees an opportunity to air their views.

22. Better rapport with co-workers.

23. Better public relations (telephone and in person), better attitude in office.

24. I believe that the discussion periods were valuable in that they provided the employees a chance to make suggestions that otherwise would not have been made.

25. Better relations with each other; better performance in work; and more helpful to each other.

26. Departments work more closely.

27. It made me aware of the health department as a whole.

28. Improved communication between section to disciplines.

29. I think the program made people more aware of their office and public behavior. I overheard a fellow employee make a comment about someone being too loud in the hall one day.

30. The effectiveness of ETV for presentation of information was confirmed at all levels. Future series could be very valuable.

31. One good thing, however, is that I met and got to know a little bit about other State Board of Health people in our discussion group many of whom I had never met before.

32. I think it has helped our people to better understand that they are here to serve the public and that the most insignificant job is important in achieving this goal.

33. Attitudes toward one another seems better. Understanding one person's feelings due to pressures helps break up group gatherings which can be bad (2 or 3 out of 10 or 15).

34. Being able to discuss laboratory problems in the open has helped everyone and has resulted in some changes suggested being put into practice by our director.

35. I believe the program caused people to introspect and think about some of their attitudes towards others.

36. It did bring to me the feeling that everybody wanted not to be impatient anymore (and did a move into that direction).

37. Consideration and tolerance among workers was helped to a great extent I believe.

38. Some counties have continued weekly staff meetings to discuss other health programs and problems. These counties had never had regular staff meetings.

39. I believe that people in my department are out-going, pleasant and tactful on the whole, I try to understand what makes a person "tick" when he acts short-tempered or "out of sorts" or rude with me, because I don't want to lose my temper. I know some of my shortcomings and I work on them.

40. I think the program opened the way for some people to feel free to visit other people and learn more about their work.

41. Better understanding between the section in the lab.

42. I think the programs made us all more aware of things that we were vaguely aware of before, individuals as "individuals," the part we play in shaping the public image of our department, etc.

43. At least it helped to make all personnel become better aware of health problems.

44. Some people are now more interested in pursuing the subject further.

45. I do believe many local health department staffs have benefitted from my observation and remarks I have heard.

46. Our department became more aware of the necessity of good interpersonal relations. The course served to refresh our thoughts and attitudes toward each other so that we may do better work by communicating properly.

47. A positive change has been occasional staff meetings to go over certain points for the benefit of all employees rather than "hit and miss" directions that some do not hear.

CHAPTER VI

EXPLANATIONS GIVEN AS TO WHY PARTICIPATION IN THE CONTINUING EDUCATION PROGRAM HAD NO EFFECT ON DEPARTMENTAL OPERATIONS OR RESULTED IN NEGATIVE CHANGES

Local Health Participants

1. None noted.

2. I have seen no change in our department.

3. I have not been aware of any noticeable change in our department probably because I work part-time and am not around the others very much.

4. It is my opinion there has been no notable change.

5. I do not think it has effected it either positively or negatively.

6. Have not noticed any appreciable change in department--negatively or positively--still same.

7. No change.

8. Am not sure regarding this.

9. I feel that if this were a continuous thing, eventually there might be a breaking down of communication walls, but the seven meetings did not accomplish this goal. Grudges are too much imbedded and people too old and too set in their ways for something so temporary to make a lot of difference. I feel that it really is going to take a change in personnel to really make much difference in the department--pessimism.

10. I do not see any changes.

11. About the same as before.

12. I do not believe it did.

13. Very few seem to care if new ideas are available or not.

14. It would be wonderful if organized behavior and attitudes could be so easily changed. It is, I think, that we are all trying and usually get along well with each other and present a favorable "image" to the public.

15. I do not believe the ETV program effected my department in any way. Neither positive or negative. Changes have not been brought about--We, in my opinion, are just the same.

16. The problems presented have been known to the members of our staff. I see no change.

17. I have noticed no changes.

18. No great changes seen since programs, but actually needed none.

19. Not noticeable.

20. Do not know really other than some thought it was a waste of time, others thought it was of just a little value.

21. Have observed no special change in the department.

22. I do not think it brought about any change because everyone has been here so long until they think no one knows how to do anything but them and regardless of how hard you try something is always wrong.

23. We had no discussion at all. I do feel that in a discussion group that some of the animosities in our group might have been eased.

24. As far as I can tell the department is the same.

25. The program was real good if fellow workers would change behavior.

26. No change. Atmosphere seems the same.

27. This is a small department and I do not think there has been a change in this office.

28. Can notice no actual change in overall department.

29. My department is very small and operates in much the same manner as it has in the past.

30. I have been unable to notice any change in our department. Our people work together well, have good communication and serve clientele in a reputable manner.

31. I can see no change.

32. I cannot see any change except one group discussion got out of hand and allowed a staff member to hurt personal feelings which the other staff members still hold against him.

33. It did not bring about any changes that are noticeable.

34. I have noted no major change in department following series of programs. However, relationships were good before program and continue to be good now.

35. I detect no change.

36. I really cannot see any change that I can attribute to the program.

37. No change.

38. I do not think there was a change in our department regarding attitude or policy.

39. There is no positive change.

40. Our staff has always tried to serve the public to the best of their ability. Perhaps the programs inspired us to continue to do so.

41. I cannot see any change in the attitudes or behavior of some of my fellow workers. The ones that were easy to get along with still are and the ones that were constantly complaining or finding fault in others, still are doing this.

42. I do not feel that it brought about any noticeable change in the department. Everyone feels no need for change that their own methods are best because they have been in the public health program for many years.

43. I do not think the programs should be required. I think the staff as adults should have a choice. I think that most everyone would attend because they would like to increase their knowledge in the field of public health.

44. The department is too divided at this time to see a great change--(sections in various holdings).

45. There was really nothing new. Most of everything we have had before. Just a reminder. To be kind and helpful to others.

46. I would say negative.

47. I have not seen any change in the department since the program/or during the program.

48. There is not too much difference as there has always been good communication and discussion among the employees of this department.

49. I do not believe it brought out much change. I am looking forward to some more concrete and technical subjects in the fall.

50. I have noted no specific changes in attitude or behavior in our department.

51. Our department goes on as usual. I do not feel that any drastic positive or negative change has been made. Time is the element. Perhaps, when we have been able to see more of these programs and really utilize the discussion periods, changes will occur.

52. I personally do not feel they were interesting enough to bring about any beneficial change. Perhaps if they had been presented in a different manner, this would have helped. The only program I felt was interesting was given by Miss Reed.

53. I can note no change in the positive or negative attitudes of our department.

54. I can tell no change.

55. Frankly, I have not noticed any positive or negative changes in health department since the programs. They were too vague. These programs were presented as though every worker was just exploring the field of public health.

56. I have observed no changes in attitudes or behavior in fellow workers since this course.

57. I have not seen any changes in behavior, but I feel that some persons have a more positive attitude toward ETV.

58. I have not noticed any change.

59. I am unaware of any departmental change.

60. I have not been able to see a definite change.

61. I have noticed no change.

62. I have not seen much change.

63. I have not been in the department long enough to judge.

64. I do not think it had a noticeable effect.

65. Cannot see that there had been any positive or negative change.

66. I think that as the program advances, it will bring about changes, but so far I cannot see any changes.

67. I cannot say as I came to work in the health department as the programs began.

68. I think the department's attitudes was good to start with.

69. I have not noticed any change.

70. There has been no noticeable change as yet that I can see.

71. I see no change in my department.

72. I have observed very little change either positive or negative.

73. As I can tell, there has been no change in the department.

74. I do not think the programs actually brought about any positive or negative changes, but rather a general better understanding within the health department clientele.

75. I do not feel there has been any change--positive or negative in our department.

76. I do not think it changed our Department.

77. I have seen no change.

78. There was no change in the department.

79. Could see no change.

80. To my knowledge, no change has taken place in my department to date.

81. I have seen no change whatsoever in our department.

82. Not in a position to make observations along this line.

83. I feel there has been no change in our department.

84. I do not feel that the programs brought about a great change in our department. It is difficult to change behavior or attitudes when everyone waits for someone to be first.

85. I have not noticed any real change at all.

86. I think it brought about no change as we have few problems in this health department along those lines.

87. I really do not think there was any great change in our staff because of the previous good relationships.

88. The program was negative in that it tied up workers that should have been conducting their assigned duties.

89. I could see no change.

90. Cannot see much change. We have always had a good department.

91. There was no visible change in our department.

92. No changes noted.

93. Our immediate department has had very good interpersonal relations. Not much room for improvement.

94. Observed no change.

95. I do not feel that the program has brought about any change.

96. No outstanding changes noted.

97. I have observed little change.

98. Since different people and circumstances some times have to be handled different it is hard to spot any real big changes in a department.

99. I cannot see any changes of any kind in the attitude or behavior of any of the employees with whom I work.

100. I do not feel the program brought about any behavior or attitude changes of our department.

101. Have not recognized any change.

102. Cannot see any change. They are still in a rut.

103. No change noted in our department.

104. For some it seemed to cause a more superior attitude while for others it seemed to produce a more inferior attitude.

105. Before the program, I assumed my attitude and behavior was proper. Since, I am more aware as to whether it is or is not.

106. I think if we have more of those programs, as this is the first one I have attended, it will help a lot, maybe--

107. I do not detect any change one way or the other.

108. There has been no change noticeable to me.

109. This department generally has a wholesome attitude.

110. I have noticed no change.

111. I have observed very little change in the behavior or attitude of the staff.

State Board of Health Participants

1. I must truthfully say that I have not noticed any changes positive or negative.

2. I can see no changes. (This is not to be taken as good or bad.)

3. There is no negative change at all. These significant positive changes are unlikely too.

4. Have not noticed any change.

5. It has been difficult to see change since the people with whom I work did not participate in this TV program.

6. This change is so subtle, it is hard to record. Also, about half of staff did not attend.

7. The truth is, I have not seen where this type of programs has been of any benefit or any detriment to the attitude of the personnel in the section in which I work. There was just no effect at all.

8. Have observed no changes related to programs.

9. Frankly, I do not believe the ETV series had much, if any, demonstrated effect on the operation of this department.

10. Detect no noticeable change.

11. Have not been able to tell any difference either way.

12. No change.

13. No change in department. Politeness, consideration and cooperation prevail. Attribute this to congenial personalities and superior leadership.

14. Clerical staff should not be pressured to attend and participate in discussions. Made to feel ill at ease when not participating vocally. Thus, when clerks could be learning by listening, they are distracted by pressure of other group members to join in. Many clerks, therefore, do not look forward to the resumption of these programs.

15. There has been none--positive or negative.

16. Cannot tell much difference.

17. Did not bring any change what-so-ever! Complete waste of time!

18. It did not bring about any change.

19. General conversation overheard by me indicates that numerous groups considered the whole session a waste of time, of little value and over their heads.

20. I cannot say that any change in the department has been made.

21. There has been no change.

22. I would like to see ETV program cover more problems of health, such as cancer, T.B., V.D., and other diseases.

23. I do not believe it really brought about any changes in our department.

24. I cannot say that I can see too great a change of any kind in the department as a whole.

25. I was excited to be involved in such a program, but, by and large, I through many people, largely clerical personnel, believed the program to be a waste of time.

26. I have noticed no changes in my department. It was mentioned by my fellow workers that it is nice to be reminded of certain things conducive to good personal relations, but it has been my observation that my staff practices mutual benefaction from all people they deal with within the framework of our organization.

27. The program brought about no changes in my department.

28. I do not think the program affected it one way or the other.

29. There has been no change, either positive or negative, in my department. We are a close-knit group and work together to achieve best possible results.

30. No change at all has been noticed.

31. There seemed to be no changes.

32. I can see no changes in our department. I think the program was a waste of time and money.

33. I can see no changes, either good or bad, in our department. I feel that it was a poor use of our time.

34. It has brought about very little change. This office was then and is now a very nice place to work.

35. I cannot tell any difference in our attitudes toward one another.

36. I can see no changes that were a direct result of the Project so far.

37. Really cannot see any change.

38. Not sure because of few opportunities for close contact and most of the comments heard have been related to the local agencies reactions.

39. I do not feel that each question could be answered truthfully as I did not participate in group discussions. The programs were good in the ones I saw, but I think they were too elementary in their teaching techniques.

40. I am afraid the net result of the program is negative. In some units, there was no positive encouragement to attend the lessons; no attempts to relate the material to daily job performance. This attitude was perpetuated by the disinterest of the Director. A climate of positive application was developed by the members who attended regularly. This was destroyed by the Director leaving the personnel with the feeling of having tried to promote better interpersonal relations and having failed. Any further attempt is regarded as an exercise in futility.

41. Have seen no such change in the department. We still have the same old problems.

42. I feel that NO changes were made in the department.

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